New UI
InvGate Service Desk 6.0

FREQUENTLY ASKED QUESTIONS (FAQ)

Introduction

In this document we answer the questions that may arise upon the launch of the new interface of InvGate Service Desk.

It is important to note that it is a free update and in most cases does not require any customer interaction; to learn the details and the impact in your instance, please read on.

- **What kind of update is this?**

This is a major update, since the interface was completely redesigned to increase visibility over work and the ways to organize it from a single screen: "My Work". There are new indicators and shortcuts to act on requests without having to enter each one of them.

This change was designed to continue improving user experience, especially for Agents and Administrators who use Service Desk as their main work tool. For them, solving requests is now even simpler, since they can operate with fewer clicks and more information, from the same screen.

- **What changed exactly?**

In this document you can read more about the "Before and after" comparison of each change.

- **Which version is the new InvGate Service Desk interface available?**

As of version 6.0.

- **Where can I explore these changes?**

Our online demo has been already updated. You can also request a customizable testing instance in our Support portal.

- **Do I have to take care of anything before updating?**

It depends on your implementation model. Most customers don't need to do anything, but if you have custom scripts in place and/or have an on-premises implementation,

you should take certain precautions that will be detailed below.

- **I have an on-premises instance, what should I do?**

As of June 15, 2019, you can use this form to request the installer of the new version and use it in a test environment.

As of July 11, 2019, you can request the new version through the Support portal. Remember that you must have a current and updated license, because if you have not updated your instance in several months, the new version may not be supported. If you have any questions, do not hesitate to contact us.

- **I have a cloud instance, what should I do?**

If you are subscribed to the automatic updates cycle, the new version will arrive after 5.7.24, depending on your chosen day and time.

If you are not subscribed to the automatic updates cycle, you must request version 6.0 through the Support portal. We recommend that you send a request to adopt automatic updates, so you can easily access future versions.

- **What will happen to my custom scripts?**

I'm on the Cloud: the support team will contact you shortly to let you know how to proceed.

I'm On-premises: please contact our Support Team to put together a personalized plan, so that your custom scripts adapt to the new interface.

- **Is there any extra cost to access the new interface?**

No, this is a free functional update, like any other while you are an InvGate customer.

- **Which browsers are compatible with the new interface?**

Following market trends, the new interface was developed based on the latest versions of the most common browsers. Therefore, the recommended versions are:

- Google Chrome 74 and higher
- Mozilla Firefox 66 and higher
- Safari 12 and higher

- Microsoft Edge 42 and higher

We are also compatible with:

- Internet Explorer 11 and higher for Agents
- Internet Explorer 9 and higher for End Users (version 9 will show the previous version of the interface)

● **How long will both versions of the interface coexist?**

The transition period will last for a few months. During this time, system Administrators will have a toggle to enable or disable the new interface.

● **How does the new interface affect my system configurations?**

It does not affect them in any way. All your configuration, settings, and customizations remain the same, as well as all system's functionalities.

● **How does the new interface affect my customers or end users?**

It does not affect them in any way at a functional level. They will simply see a refreshed design when creating requests. For them, everything remains in the same place as before.

● **I would like a demo or 1:1 session to ask more questions, how can I request it?**

On Thursday, June 6, 2019, we will do a live webinar in which our Product Manager, Pablo Vergne, and our Customer Success Manager, Pablo Aguilar, will show the new version of InvGate Service Desk. Register now and bring all of your questions!

● **What benefits or improvements does this new interface provide?**

Agents, Managers, and Administrators can solve requests in a faster and more simplified manner. With the reorganization of the main work overview, they can understand everything that is happening at first glance.

The cards view in My Work now offers shortcuts to act on requests directly, as well as new ordering criteria (by priority, date, status, category, etc.). In addition, only the requests that were 'waiting for the agent' were shown, while now, everything that is assigned to them is shown, so that the agent can have a greater visibility of their

workload and can anticipate what is about to happen.

- **Is that all?**

No, we have many more improvements planned. Remember that every two weeks we launch a new version to continue making your life at work easier.

For example, we will incorporate a table-style viewing option in My work, so that Agents, Managers, and Administrators can add the columns they want, as well as order, filter, and perform bulk actions. For example, close 10 requests at once.

Also, the complete view of a request, including its main information and its history, will be redesigned.

To learn more about these and other changes, do not miss the webinar on Thursday, June 6, 2019 where we will show version 6.

As you can see, this is a great project for InvGate and we are very committed to continue improving your user experience. We hope you enjoy this new version!