

Internal Product Updates

Jun 5, 2019

Presence

Presence - v2019.2 - Enhancements and Bug Fixes

Feature	Description	Customer Benefit	Customer Impact	Effects on Other Products	Customer Communication Plan	Release Date	% Confidence
Blog Comments	When viewing blog comments, clicking Delete All didn't do anything.	Customers will be able to easily delete large numbers of unwanted blog comments.		N/A	None	July 2019	100%
Time zone text color	Time zone text calendar on Calendar portlet will now match the color used for Month and Event Titles.	Time zone text was frequently failing color contrast accessibility requirements.		N/A	None	July 2019	100%
Search button icon	Search button icon was being seen as an unlabeled link by screenreaders.	Having an unlabeled link was being flagged in accessibility checks.		N/A	None	July 2019	100%
Calendar icons	Calendar icons had no alt text or aria-hidden tags. Icons will now use aria-hidden tags.	Unneeded icon images will be properly hidden from screenreaders and thus won't be flagged by accessibility checks.		N/A	None	July 2019	80%

Presence - v2019.2 - Enhancements and Bug Fixes

Feature	Description	Customer Benefit	Customer Impact	Effects on Other Products	Customer Communication Plan	Release Date	% Confidence
Staff Directory text	The default CSS used for staff directory content was failing accessibility contrast checks. Will now pass AA check.	Text will now be easier to read and will not be flagged by accessibility checkers.		N/A	None	July 2019	100%
Recurring event IDs	On Modern Calendar portlet, each instance of a recurring event will now have a unique ID.	Recurring events will no longer be flagged by accessibility checkers.		N/A	None	July 2019	100%
Staff Directory placeholder image	The default image used when no profile image was set for a user was failing color contrast accessibility checks.	Placeholder initials will be easier to read and won't be flagged by accessibility checkers.		N/A	None	July 2019	100%
Tabs in Tabs Portlet	The aria-labelledby attribute for each tab in a tab portlet was using a repeating ID. Each tab will now have a unique ID.	Tabs portlets will be easier to navigate with a screenreader and won't be flagged by accessibility checkers.		N/A	None	July 2019	100%

Presence - v2019.2 - Enhancements and Bug Fixes

Feature	Description	Customer Benefit	Customer Impact	Effects on Other Products	Customer Communication Plan	Release Date	% Confidence
Quick Link Portlet	You were unable to access the Save, Close or X icon using a keyboard.	Keyboard users will now be able to edit the Quick Links portlet.		N/A	None	July 2019	100%
Uploading to Photo Gallery or Document Container	When attempting to cancel a file upload, the progress bar could get stuck at 80%.	Users will be able to cancel uploads.		N/A	None	July 2019	100%
Uploading to Photo Gallery or Document Container	If you double-clicked Start Upload without adding any files first, the Add Files button in the uploader was disappearing.	Users will still be able to upload files even if they click Start Upload without adding files first.		N/A	None	July 2019	100%
Loading CMS Pages	If you have an unrecognized string of characters at the end of a valid page URL, you will now get a Page Not Found page.	Users don't have to worry about unrecognized URL queries attempting to run on their page.		N/A	None	July 2019	100%

Presence - v2019.2 - Enhancements and Bug Fixes

Feature	Description	Customer Benefit	Customer Impact	Effects on Other Products	Customer Communication Plan	Release Date	% Confidence
Quick Links Portlet	You can now use the internal page picker when using the Quick Links portlet.	Users can much more easily create quick links for internal pages.		N/A	None	July 2019	100%
Domain level 301 redirects	Now able to create domain level redirects. Includes wildcard support so able to redirect to same path on destination Presence domain.	Customers will be able to have multiple domains all pointing to a primary domain.		N/A	None	July 2019	80%
Dynamically generated SQL Scripts	Minimizing instances where a dynamically created query needs to be run to check permission.	Improved performance.		N/A	None	July 2019	80%

CustomApp

CustomApp

Feature	Description	Customer Benefit	Customer Impact	Effects on Other Products	Customer Communication Plan	Release Date	% Confidence
Support multiple Firebase JSON files	Ability to upload multiple Firebase JSON files from different Firebase projects and assign to corresponding apps.	Undocumented Google limitation in Firebase not enough to support current customers. Ensure new Android apps can be published to stores.	Yes	No	No	June 5	90%
Build apps from different Firebase projects	Apps on different Firebase projects can be successfully built.	Undocumented Google limitation in Firebase not enough to support current customers. Ensure new Android apps can be published to stores.	Yes	No	No	June 5	90%
Migrate to Pivotal Cloud Foundry (PCF) on AWS	Migrate platform and all environments to PCF for AWS.	Increased stability and scalability.	No	No	No	June 30	50%

Communicate

Communicate (*Recently Completed*)

Feature	Description	Customer Benefit	Customer Impact	Effects on Other Products	Customer Communication Plan	Release Date	% Confidence
Stability Improvements	Various back-end improvements.	A more stable and robust system.	None	None	TBD	Q2	100%
Forms	Users can create and send web forms to their contacts.	More options for the customer and customer request.	None	None	TBD	Q2	100%
Appointment Reporting	Ability to generate reports with details of notification statuses.	User can see status of their sent appointment reminders.	None	None	TBD	Q2	100%

Communicate (*Upcoming*)

Feature	Description	Customer Benefit	Customer Impact	Effects on Other Products	Customer Communication Plan	Release Date	% Confidence
Stability Improvements	Various back-end improvements.	A more stable and robust system.	None	None	TBD	June 21	75%
Custom Notification Configuration	Added options for custom notification configuration.	User will be able to define multiple types of events, and to configure when to send out the associated reminders.	None	None	TBD	June 21	75%
Combined Calling	Multiple absence messages and their explanations will be received within a single phone call.	More efficient way for parents to be notified of absences.	None	None	TBD	June 21	50%
BeePlugin Integration	New drag and drop newsletter feature for emails in Message Sender.	Ease of use and customer requests.	None	None	TBD	July	50%

SchoolMessenger App

SchoolMessenger App *(Recently Completed)*

Feature	Description	Customer Benefit	Customer Impact	Effects on Other Products	Customer Communication Plan	Release Date	% Confidence
Claiming improvements	Improvements made to Claim by Phone and Claim by Email feature.	Ease of use and customer requests.	None	None	TBD	May 28	100%
Stability Improvements	Various back-end improvements.	A more stable and robust system.	None	None	TBD	May 28	100%
User Details in Sidebar	On the mobile app, the user will be able to see their username and email address above the menu.	Personalized app experience.	None	None	TBD	May 28	100%

SchoolMessenger App (*Upcoming*)

Feature	Description	Customer Benefit	Customer Impact	Effects on Other Products	Customer Communication Plan	Release Date	% Confidence
Stability Improvements	Various back-end improvements.	A more stable and robust system.	None	None	TBD	June 21	50%
In-App Feedback	Users will be able to provide a rating for the app within the mobile app itself.	Ease of use and customer request.	None	None	TBD	June 21	50%

SafeArrival

SafeArrival (*Recently Completed*)

Feature	Description	Customer Benefit	Customer Impact	Effects on Other Products	Customer Communication Plan	Release Date	% Confidence
Stability Improvements	Various back-end improvements.	A more stable and robust system.	None	None	TBD	Q2	100%
Various Back-end Improvements	Improvements made to API and sites.	Increased app performance and stability.	None	None	TBD	Q2	100%
Ability to Delete Absences	Admins and school staff can now delete absences.	Cleaner calendars. Can remove old or incorrect absences as needed.	None	None	TBD	Q2	100%

SafeArrival (*Upcoming*)

Feature	Description	Customer Benefit	Customer Impact	Effects on Other Products	Customer Communication Plan	Release Date	% Confidence
Added Super User Options	Added options for super users to configure customer settings, view changes to customer settings and absence statistics, and import one school's attendance records to another.	Greater control and visibility.	None	None	TBD	June 14	50%
Various Back-end Improvements	Improvements made to API and sites.	Increased app performance and stability.	None	None	TBD	June 14	50%
Combined Calling	Multiple absence messages and their explanations will be received within a single phone call.	More efficient way for parents to be notified of absences.	None	None	TBD	June 21	50%

SafeMail

SafeMail (*Upcoming - new functionality*)

Feature	Description	Customer Benefit	Customer Impact	Effects on Other Products	Customer Communication Plan	Release Date	% Confidence
AI filtering	Text tickets will be run through Google AI filters to determine if they require human intervention	Lower ticket volume and faster HMS agent response time	n/a	none	YES	mid-June	90%
AI vs Agent decision report	Compare what Google AI recommended to do with a ticket (close as “false positive” or refer to client) against human agent decision	Support AI model ongoing training improvements	n/a	none	NO	mid-June	90%
Removed word score	Unused and confusing functionality was removed from within SmarterTrack	Lower confusion and improve performance	None. Was seen by HMS agent team only.	N/A	none	mid-June	100%

SafeMail (Upcoming - performance improvements)

Feature	Description	Customer Benefit	Customer Impact	Effects on Other Products	Customer Communication Plan	Release Date	% Confidence
Document filter duplicate check	Skip duplicate files for filtering if MD5 checksum is identical to existing file on DB	Performance improvement	N/A	none	NO	mid-June	90%
Connect Sender Exclusion List to email filter	Auto-skip filtering emails from any senders on exclusion list (managed by HMS agent team)	Lower false positive volume	N/A	none	NO	mid-June	90%
New Account Scraper Service	New separate service, not tied to existing maintenance service anymore. Customers will get scanned every 24 hours for new accounts.	Performance improvement	N/A	none	NO	mid-June	90%
New Document Processor for large files	Single threaded processor to handle large files (over 100 MB) , separate from multi-threaded small file processor, to address timeout issues	Performance improvement	N/A	none	NO	mid-June	90%