

Gold Service Mobile App Release Notes – v2.2

The following information applies to all engineers, regardless of whether they are using Gold Service 1.0 or Gold Service 2.0, unless where stated.

Quality Updates for the Gold Service Mobile App

Description	Reference
<p>Job numbers duplicating between companies An issue was occurring where workshop jobs were crossing over between companies and appearing in the wrong company view.</p>	SA-958
<p>Jobs being completed and set back to live There was an issue with some jobs that had been completed but then set back to live. In some instances, the app was not reflecting the updated status of Live.</p>	SA-1178
<p>App Crashing There was a problem which caused the App to crash shortly after the user had logged into it.</p>	SA-1212
<p>Improvements to the Name Field Users were finding that the name field was not obvious, and they were unaware that they could edit it once the signature had been captured. Engineers will now see a clear line where the name can be added. If the engineer tries to complete the job without adding the customer's name, they will see red text underneath the name box to confirm a name must be added before they can proceed.</p>	SA-1223
<p>Line cutting through Activities in Upload screen There was an issue where the word 'Activities' had a line through it in the upload field. This only seemed to affect users with an iPhone X.</p>	SA-1224
<p>App defaulting to the wrong depot Apps were defaulting to the wrong depot during use, but were still displaying search results from the incorrect depot after the search depot had been changed</p>	SA-1262
<p>Complete request from jobs changed to 'Hold' causing an error Jobs which had a status changed to "Hold" after time had been logged in the app would cause an error when engineers tried to complete the job</p>	SA-1276
<p>App not replicating order set in scheduler Jobs on the Today screen of the app were not displaying in the same order as they were set in Scheduler.</p>	SA-1313

Description	Reference
<p>Copy and Paste function not working Engineers using Gold Service 2.0 were unable to copy and paste information into the job story. This has now been fixed, and engineers can now copy data from elsewhere into the job story – for example: from the notepad of their phone.</p>	SA-958
<p>Time Uploading Issues due to GPS location services There was a problem with time logged by engineers not reaching the Portal when they had their GPS location services switched on.</p>	SA-1346
<p>App crashing with no error message Engineers were finding their app was crashing, but no error message was being returned to confirm the reason for the crash.</p>	SA-1355
<p>Improved process for time logged when no signal available We have changed the way data is uploaded to the Portal when there is no wifi connection. Before, when an engineer logged time on the App without wifi connection, they would receive an error message instructing them to manually upload the data using the manual upload function. We have improved this process so that now, if an engineer logs time on the App when no wifi is available, the data will automatically upload as soon as connection is restored. As a result, engineers will no longer see an error message instructing them to manually upload the data. We recommend engineers still check this manual upload function throughout the day to ensure all data has been sent to the portal.</p>	N/A
<p>App Compatibility Ibcos will no longer be supporting Gold Service for the mobile app operating system Marshmallow OS6. The functionality of Gold Service is ever evolving and improving and to ensure our customers get the best results of the product, we can only support devices with operating systems that can demonstrate the features' full potential.</p>	N/A

New Features for the Gold Service Mobile App

Description

New Look and Feel

We have given our Gold Service Mobile App a makeover to provide your engineers with a much smoother user experience. The new look has been designed to increase efficiency and includes:

- A new colour scheme to bring it in line with our Ibcos branding
- A new side menu to help your engineers access items with ease
- A 'Work in Progress' menu to help your engineers view jobs they are working on
- An upload function that lets your engineers check that their actions on the Mobile App have reached the Customer Portal successfully
- A 'Scroll Bar' function to allow your engineers to navigate through the job screens easily

Change the colour of text in the scroll bar to white

In Gold Service 2.0, we have changed the colour of the text in the scroll bar to be white for easy visibility.