UNIFOCUS
WORKFORCE MANAGEMENT

Release Document

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Overview

This document contains release notes for the latest Survey release.

Improvements and new features

This release includes the following improvements and new features:

PROJECT ACTIVITY- GUESTCOPE /MEETINGSCOPE/STAFFSCOPE

- **Selected locations are now reflected on settings button:** The selected locations are accurately reflected on the settings screen within the Project Activity (GUESTScope and STAFFScope) section of the Survey reports.
- ***No Region* is the parent selector under the settings modal:** The No Region options is now available as a parent selector under the settings modal for Project Activity in GUESTScope and STAFFScope.
- **STAFFScope Survey Code Download Page label change:** In the STAFFScope Survey Code Download Page, the label *Start Date* has been changed to *Launch Date* to align it with the label change made in the Activity report. This change ensures consistency and clarity in terminology across the platform.

ENHANCEMENT- GUESTSCOPE

- **D/GR section - *Vs* column contrasts the primary and comparison date ranges:** The *Vs* column now appears between the primary and comparison date ranges, which is a more logical and inuitive placement of the column.

LOCATION RANKING- GUESTSCOPE ENHANCEMENT

- **Cost of problems values in new dashboard now match the legacy software:** This feature addresses the discrepancies in cost of problems and the issue with the problem type drop-down menu, ensuring a consistent and accurate representation of data between the new GUESTScope Dashboard and the legacy dashboard in the location ranking section. The alignment enhances the reliability and usability of the location ranking feature.

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USER ADMINISTRATION

- **Automatically deactivated users in the loyalty software now update correctly:** In some instances of previous releases, users who were automatically deactivated in the loyalty software were not updated throughout the entire system. This issue lead to inconsistencies in user access. The software has been updated to ensure that when a user is deactivated in loyalty, the same deactivation status is reflected in throughout the system.
- **Login credentials in partner.unifocus.com do not expire or automatically deactivate:** Auto-deactivation has been disabled in partner.unifocus.com. This improvement prevents unexpected user profile deactivation, providing a more consistent and reliable user experience. A new backend solution ensures uniformity in managing user access across the Unifocus ecosystem.

Fixed issues

- **Notification error fix:**This feature significantly improves the user experience by eliminating confusion related to survey question headers and notifications. Users will have a more transparent and reliable system for understanding respondent actions and survey data.

Coming Soon

These improvements, new features, and fixed issues will be delivered in an upcoming release.

ENHANCEMENT- GUESTCOPE

- **New GUESTScope Dashboard navigation:** This enhancement ensures that users have clear and organized navigation, making it easy to access the desired modules based on their needs. Introducing a comprehensive left navigation to streamline the user experience. Users benefit from a well-organized menu in the dashboard, simplifying access to various modules for efficient navigation and improved usability..

LOCATION RANKING- GUESTCOPE ENHANCEMENT

- **Error that a value does not exist for required field ProblemTypecode:** This feature prevents the occurrence of the error that a value does not exist for the required field ProblemTypecode during data loading in the location ranking screen within the GUESTScope application staging environment.

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USER ADMIN FEEDBACK

- **Users record not getting updated:** Enable the seamless synchronization of user login ID updates from UniPortal to the corresponding use tables in all associated databases. Currently, discrepancies between the portal user and user tables are causing login errors after login ID modifications.
- **Audits enhancement:** Auditing functionality will be improved to prevent errors when accessing records that do not have a record ID in the audit table. Currently, users encounter issues when trying to access audits for records without a record ID.

NON-RATED QUESTION- GUESTSCOPE ENHANCEMENT

- **The percentage on the At A Glance screen should be to the right of the responses:** This improvement positions the display of non-rated questions for better readability and consistency.

UPCOMING FIXED ISSUES FOR 2023-Q4

- **Issue preventing generation of STAFFScope reports:** Users should be able to generate STAFFScope reports without encountering an error, enhancing the overall functionality and reliability of the STAFFScope reporting system.
- **GUESTScope and MEETINGScope - Benchmark Date (Market Segment Comparisons) stopped in June:** Unifocus will investigate and address the issue causing the discontinuation of Benchmark Date (Market Segment Comparisons) in GUESTScope and MEETINGScope, specifically noted to have stopped updating in June.

Help us improve

We value your input and want to hear from you! As we continue to enhance Unifocus products, we invite you to share your questions, suggestions, and feedback with us. If you have any thoughts or ideas on how we can improve our products, please don't hesitate to reach out to us at product@unifocus.com.