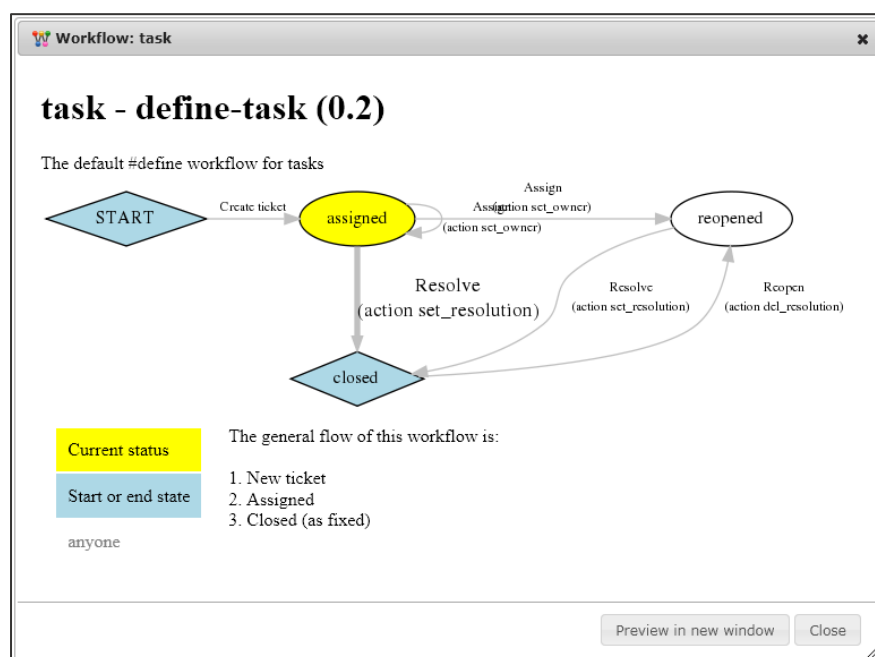


# Release Notes PrimePortal 4.3

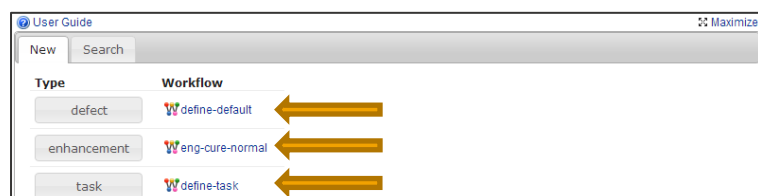
**T**his release contains new and enhanced functionality.

## VIEW TICKET WORKFLOW

Now it's possible to get a graphical overview of the ticket workflow in the ticket component. Click on the Workflow button in the right corner on a ticket and the workflow will appear in a new dialog.



When creating a new ticket you will now see the ticket types in a vertical list instead of horizontal. You will also see what workflow each ticket type is based on.



## PRIMEPORTAL 4.3

### VIEW TICKET WORKFLOW

### SHOW HELP INFORMATION IN WORKFLOWS IN TICKETS

### SAVE A TICKET QUERY AS URL

### DIRECT LINKS TO TICKETS

### ABILITY TO HAVE MORE USER-FRIENDLY LAYOUT IN TICKETS

### FILE HANDLING SPEED UP

### EXAMPLES OF NEW PORTALS

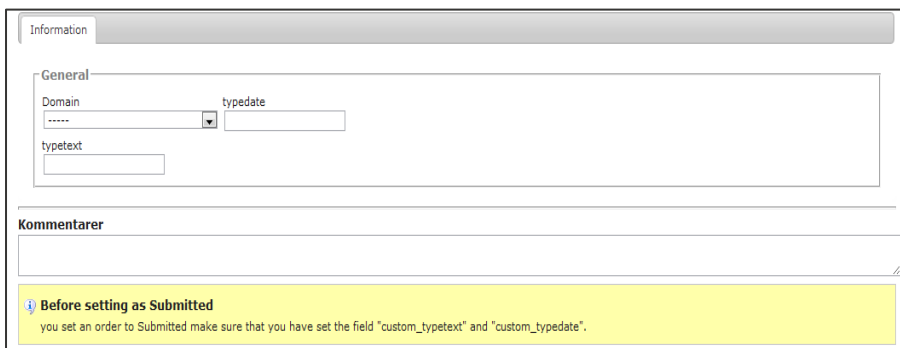
- Project – Sweden

Sara Winqvist  
[sara.winqvist@logica.com](mailto:sara.winqvist@logica.com)

Lars Fransson  
[lars.fransson@logica.com](mailto:lars.fransson@logica.com)

## SHOW HELP INFORMATION IN WORKFLOWS IN TICKETS

It's now possible to show help information in tickets for a specific workflow status. The text can have a subject and a body and is configured in the workflow.



Information

General

Domain: ..... type: typedate

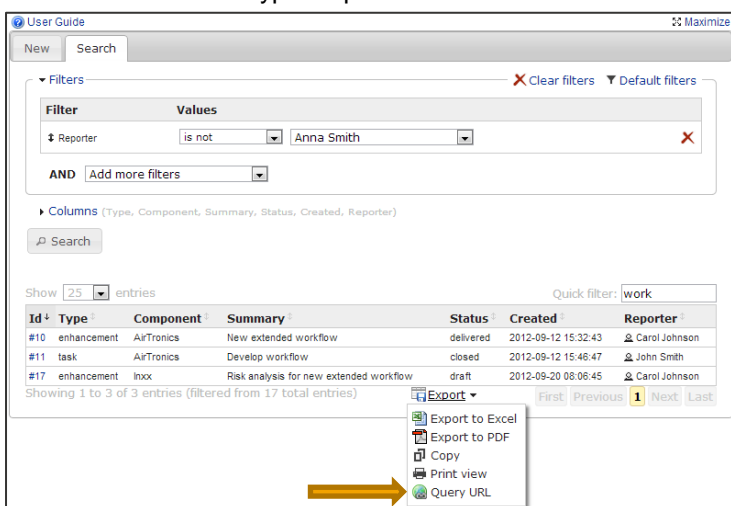
typetext: [input field]

Kommentarer

**Before setting as Submitted**  
you set an order to Submitted make sure that you have set the field "custom\_typetext" and "custom\_typedate".

## SAVE A TICKET QUERY AS URL

It is now possible to get the ticket query URL which makes it possible to create bookmarks of typical queries.



User Guide

New Search

Filters: Clear filters Default filters

Filter: Reporter is not Anna Smith

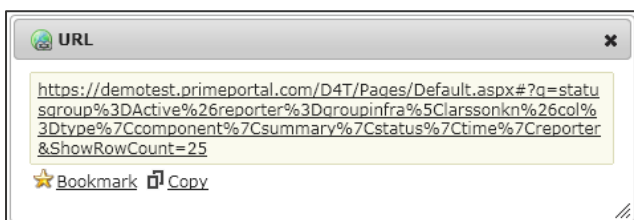
Columns: Type, Component, Summary, Status, Created, Reporter

ID	Type	Component	Summary	Status	Created	Reporter
#10	enhancement	AirTronics	New extended workflow	delivered	2012-09-12 15:32:43	Carol Johnson
#11	task	AirTronics	Develop workflow	closed	2012-09-12 15:46:47	John Smith
#17	enhancement	lnxx	Risk analysis for new extended workflow	draft	2012-09-20 08:06:45	Carol Johnson

Showing 1 to 3 of 3 entries (filtered from 17 total entries)

Export: Export to Excel, Export to PDF, Copy, Print view, Query URL

The URL dialog for a specific search result.



URL

<https://demotest.primeportal.com/D4T/Pages/Default.aspx?q=statusgroup%3DActive%26reporter%3Dgroupinfra%5Clarssonkn%26col%3Dtype%7Ccomponent%7Csummary%7Cstatus%7Ctime%7Creporter&ShowRowCount=25>

Bookmark Copy

## DIRECT LINKS TO TICKETS

It's also possible to get direct links to existing tickets. This could be useful for notifying colleagues or saving bookmarks.



User Guide

New Search 7: Remove log...

Edit Print view URL Workflow Reload Close

#7 Summary: Remove login header

Type: enhancement	Status: registered	Created: 2012-09-12 14:22:54	Modified: 2012-09-12 15:23:06
Priority: Medium	Owner: accjulie.smith	Reporter: Anna Smith	Cc:

## ABOUT CGI

At CGI, we're committed to helping all of our stakeholders succeed. Our 71,000 professionals in 40 countries provide end-to-end IT and business process services that facilitate the ongoing evolution of our clients' businesses. CGI is committed to helping our clients achieve their business goals; to providing our professionals with rewarding careers; and to offering shareholders superior returns over time. At CGI, we are in the business of delivering results.

For more information about CGI, visit [www.cgi.com](http://www.cgi.com) or email us at [info@cgi.com](mailto:info@cgi.com).

## ABILITY TO HAVE MORE USER-FRIENDLY LAYOUT IN TICKETS

Ticket layout customization has been greatly enhanced.

We can configure what size a field should have, in what row and in what column.

This affects tickets against #define4.

## FILE HANDLING SPEED UP

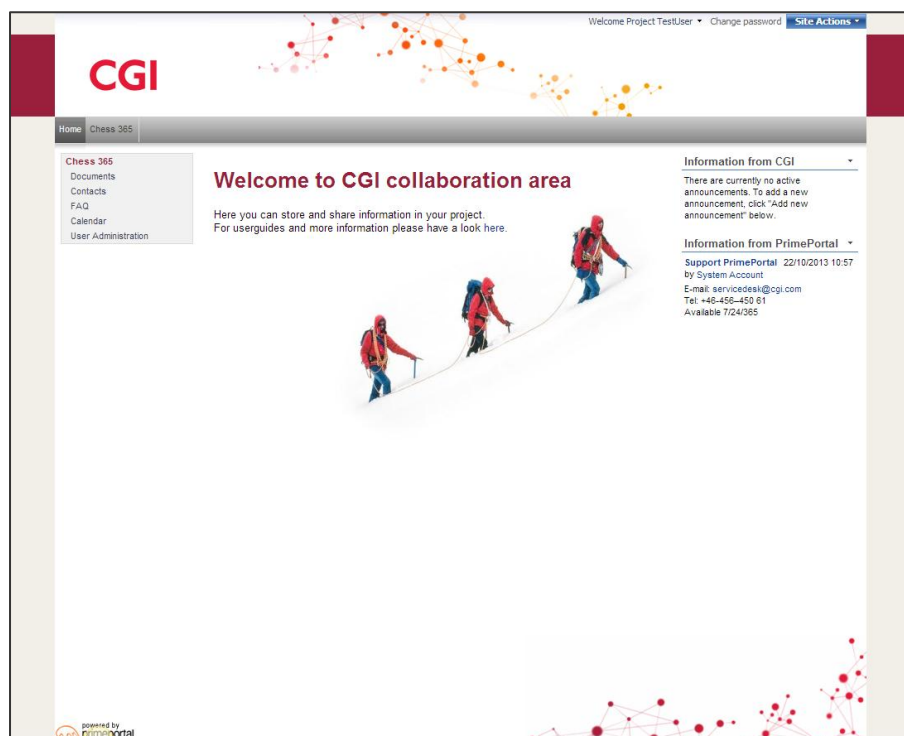
The files component is improved, so file downloads will start and download faster and larger files are supported.

Another new feature is the utilization of browser caching based on a file's last modified time.

## EXAMPLES OF NEW PORTALS

During this release period we have setup new portals for new and existing CGI clients. Below are some examples.

### Projects – A multi-client portal for Sweden



## ABOUT CGI

At CGI, we're committed to helping all of our stakeholders succeed. Our 71,000 professionals in 40 countries provide end-to-end IT and business process services that facilitate the ongoing evolution of our clients' businesses. CGI is committed to helping our clients achieve their business goals; to providing our professionals with rewarding careers; and to offering shareholders superior returns over time. At CGI, we are in the business of delivering results.

For more information about CGI, visit [www.cgi.com](http://www.cgi.com) or email us at [info@cgi.com](mailto:info@cgi.com).