



# Sweet 4.8.4

RELEASE NOTES



# Release notes

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## Version 4.8.4

This document contains a list of new functionality and improvements added to the latest version of Sweet

Sweet One

Sweet Forms

Corrections

# Case management

## Case communication

Case notes has got a new name, new layout and a new behavior. Let us introduce Case Communication where there is a new way of working with communication, similar to email dialogues and complemented with external post for the external portal.

The Case Communication changes differentiate emails and external posts, from internal notes so that you won't have to worry about sharing internal information externally.

## Communication history

Thanks to the new history line you can easily see who was in the conversation at what point. The new layout comes with features like viewing the email as a pop-up and reply or forward specific emails.

Keep the right and relevant people in the loop by responding to the latest email instead of trying to figure out who's still in the conversation. You can at any time add new recipients to the conversation, and Sweet will give suggestions based on the case relations list.

If you want to start a new conversation without history, a new email can be created as well.



# Case management

## Attachments

If you thought attachments was hard to notice before we hope you will enjoy our latest change to make attachments more visible and easier to open or download.

## Internal notes

The Case Feed has been reworked and renamed Internal notes. We have extended the way notifications for these notes work, so that you will never miss a post sent to you, to a group you belong, a case you're responsible for, or a comment on your note.

The Internal notes is a secure place to keep a conversation or documentation about a case that you don't want to share with external counterparts

## Autoreply on/ off per inbox

Turn on or off the auto replies of the case inbox, per inbox. The flexibility allows you to change it as often as you like, even if the support responsible are only away for lunch break.

## Autoreply blacklist

Some know how hard it can be to have to systems communicate with each other, especially when both of them send an autoreply that creates an endless loop of emails. Our solution to this is to let you define to what emails not to send any autoreplies to in the first place.



# Sweet One

## **Version number**

A discrete and subtle number, but that says a lot – to us. The version number you're running on is available in the lower left corner and will help us to deliver much faster support and answers to your questions.

## **Split view width and navigation**

The much appreciated split view where you have a list and a preview at the same time has gotten a facelift, the width of each side can be adjusted as you like. From the split view we have also added the possibility to navigate into the actual entity.

## **Connections**

We have made the connections easier to manage so that an administrator can update outdated passwords or api keys, or even add a new connection.

## **Private and Contact person**

The Communication tab has been renamed Contact information.



# Sweet Forms

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## **Authentication with Scrive and Signicat**

Sweet has just added support for both Scrive and Signicat authentication, this increases the level of security and enables you to share sensitive information in forms without compromising it.

By using the feature for BankID authentication you can make sure that only the right people get access to a published form. This feature allows you to pre-populate forms with sensitive data before sending it out, and still make sure only the right and authenticated people can open the form. Or, by first letting the respondents authenticate themselves, and pre-fill the rest of the form with information related to the authenticated parties.

The supported BankID authentication providers are Signicat and Scrive.

Quicker, secure and much more convenient.



# CORRECTIONS



Below are some of the key corrections made since last version.

## Sweet One

- **Company** – Not all deals were displayed in the list correctly
- **Company** – Not all contacts were displayed in the list correctly
- **Case pipeline** – Case cards moved in between statuses were not saved
- **Admin** – Email templates did not get deleted upon try
- **Price book** – Error appeared when trying to delete a price book

## Sweet Automation

- **E-sign** – No error or indication was given when phone number format, redirect URL format or file format was wrong, but the action could not execute

## Sweet Performance

- **Drill down** – When drilling down, and going back, the interface was not right
- **Edit chart** – When trying to undo the adding of a data source, error appeared
- **Edit chart** – If the used data source is not responsive, the edit data source button was missing
- **Create new user group** – Validation of group name sometimes failed and group could not be saved
- **Application settings** – User permissions were displaying publisher permission in edit mode, for users only having viewer permission

# About Sweet Systems

We develop smart and business-critical solutions that streamline the operations for sales, after-sales, customer service, and marketing units. We aim to make your everyday life easier and make your customers happier.

A white circular icon containing a black lowercase letter 'f', representing the Facebook logo.A white circular icon containing a black lowercase 'in', representing the LinkedIn logo.

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The Sweet Systems logo, featuring a stylized pink and green leaf icon to the left of the word 'sweet' in a lowercase, pink, sans-serif font. The logo is positioned inside a white, rounded, teardrop-shaped background.