

Sweet 4.8.0

RELEASE NOTES



Release notes

Version 4.8.0

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

Do It Yourself

A brand-new commitment from Sweet in terms of empowering its users, delivering value and offering a higher degree of customization.

The do-it-yourself feature allows for superusers to configure Sweet Portal in a standardized way.

From altering the UI itself to creating multiple customization sets to map the different needs between the departments.

Moreover, you can easily configure visibility rules in the UI for different kind of users, add your own fields to objects, create object sub-types and adjust selection lists and filters with a few clicks.

Create the changes you need and move them through various environments using the import/export functionality.



Case Management

Map

Curious on the state of cases in any geographical setting? The revamped map feature in Sweet can now not only plot cases on a map, but also allows you to gather a lot of crucial information on multiple cases in a very clear and concise geographical view.

Case notes

You can now see date- and time stamps on the note history, making it easier to follow up on your SLA-agreements or promises to your customers.

We have also made the user experience of working with the built-in templates better by minimizing the template section after one has been selected.

Case relations

Cases can now also be related to user groups.

Worklist

To create a sense of urgency where it's needed, cases that are overdue in the worklist are now displayed in red.

Outgoing e-mail improvements

We have adjusted the design of the outgoing e-mails, creating a professional, more modern feel.



Other

Project pipeline

A pipeline has been added to the project feature in Sweet, giving coordinating elements a much sought-after overview.

Work order

It's now easier to keep track on your personal work order commitments through the "My work orders" feature, a UI which aims at making the day-to-day work easier and more readily available. You can now also tag work orders.



Digital Customer

Mobile BankID sign

We have strengthened our offerings within BankID signing, adding support for two new providers, Verified and Signicat.

One-time password

You can now, as a Form Designer, require responders to authenticate via a one-time password. This is done via E-mail by default but can be tailored to fit other needs as well through our API.

Better performance and usability

In the previous version of Sweet Forms we added the capability of code groups for larger dropdown questions to make the scalability of forms easier on the end-user side. To enhance this further we have added both the possibility to set default values in these dropdowns as well as a new sorting feature.

Furthermore, we understand that digitalization is great, but sometimes you just need a paper copy. The PDFs we generate can now be tweaked to better fit your exact need, landscape or portrait, A3, A4, A5, Legal and many more options are now available.

You can now add visibility rules to free text fields. It adds more customizability and improves the already strong dynamic capabilities of Sweet Forms even further.



Stronger business logic

As a Form Designer you can now specify at which point the form should be signed, giving business areas the opportunity to start filling out the form, leaving customers with as little hassle as possible.

To better guide your customers in their journey, Sweet Forms can now redirect responders to a URL of your choice at given points directly from the form.



Sweet Automation

Attest

To strengthen the level of control in Sweet Automation we provide you with an Attest-feature. It allows you to restrict the ability to, for example, change, inactivate or delete flows in production-like environments, without the proper consent.

Synchronization

With Sweet Automation being such a powerful tool, it is very important for us at Sweet to ensure the validity of every environment that has been set up. Sweet Automation is now able to synchronize the changes made to its production environment back to test or vice versa.

Sweet Forms and Sweet Automation

We have enhanced the possibility to flow data from Sweet Forms through Sweet Automation, enabling you to create the smart rules of action, based on the response from your forms.

Extended E-mail action

Sweet Automation can now read from additional mailboxes such as Exchange, 365, IMAP and more.



Integrations

Sweet Automation now supports OData.

Actions

Sweet Automation has a new powerful action to create, update and delete records in Microsoft Dynamic CRM.



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.



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The Sweet Systems logo, featuring a stylized 'S' icon with a green leaf-like shape on top, followed by the word 'sweet' in a lowercase, sans-serif font. The entire logo is contained within a white, rounded, irregular shape.

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