2017 New Release Webinar

Question and Answer Session

Q: Are there any additional enhancements that weren't shown in the webinar?

A: Yes. Please find our release notes for the upcoming release [here](#).

Q: Are there any Look and Feel updates to the default EUI?

A: We made some changes to the out of the box HTML for the End User Interface in the middle of last year, but those changes aren't considered code changes because the interface is purely customizable HTML.

Q: When will the user community forum be available?

A: At the end of Q1.

Q: When will this release be available for Agiloft's hosted and on premise customers?

A: We plan to roll out this release in mid-February.

Q: How do you limit the list of options on the quick search bar?

A: Navigate to **Setup [Table] > Indexes tab** and select Edit Quick Search Fields.

Q: Can you explain the Help Wiki?

A: The [Wiki](#) is Agiloft's official documentation and help site. It provides most of our published documentation publicly and replaces the old PDF style help.

Q: Is Agiloft compatible with Apple OS?

A: Yes, Agiloft is compatible with the Safari browser.

For questions related to supported servers, please see our [system requirements](#) page.

Q: Will the Agiloft app be available iPhone?

A: The native app will be available for both Android and iPhone.
In the initial release, the native app will provide a way of automating your Agiloft login. Agiloft is a dynamic application that allows you to define custom tables, workflows, and actions, which makes creating a full native app challenging. We are still investigating whether it is possible to present such dynamic information within a hard-coded app, or whether we need to continue using HTML.

Q: Will there be branding options for the mobile apps?

A: Not in this release, but we may add branding options in a later release.

Q: Can I use a relationship diagram on any table?

A: Yes, it's just a new data type, so you can have diagrams on any table and can have multiple diagrams on any individual table.

Q: Does the relationship diagram UI require the same version of Java that the workflow diagram requires?

A: No. The relationship diagram editor and the new workflow editor use HTML5; neither require Java.

Q: While using Direct File Edit, will the file always be a new version when it is checked back in?

A: Yes. Version tracking must be turned on to turn on the Direct File Edit feature, so files will always be checked in as a new version.

Q: Does Direct File Edit require Microsoft licenses?

A: It does not require any server licenses, but Direct File Edit opens files in Word from your desktop, so the person editing the file must have Word installed locally.

Q: Is Direct File Edit fully supported on Macs?

A: Yes, if you are using a recent release of MS Office on the Mac, Direct File Edit will work identically to MS Office on a Windows PC.

Q: Does Direct File Edit work with non-word files?

A: The feature works with other Microsoft product files, such as Excel, but does not work with non-Microsoft files. Other software VAR's can add support for the public API that allows direct file edit to work and when/if they do so, it will work with their files as well.

Q: Is Direct File Edit available in IT Ticketing systems?

   A: Yes, Direct File Edit is available in all Agiloft installations on the latest release.

Q: Can I restore previous document versions while using Direct File Edit?

   A: Yes, Direct File Edit does not affect your ability to restore a previous document version.

Q: Does Direct File Edit work on Linux servers?

   A: Yes.

Q: Does Agiloft Helpdesk support user requested chat sessions?

   A: Yes. Agiloft has built-in chat sessions that can be launched from the end user interface, or an outside web page, and be directed to staff users. You can add this feature to the classic end user interface or the custom HTML interface.

Q: Does the Adobe Sign integration support all features that the DocuSign integration supports?

   A: Yes.

Q: Will Adobe Sign replace DocuSign or can the features be used in tandem?

   A: Both options will be available. Customers can use whichever option they are most comfortable with.

Q: Does the Adobe Sign integration require an Adobe license or is it per envelope?

   A: Agiloft's Adobe Sign integration does not require an additional Adobe license. Pricing is envelope based and purchased directly through Agiloft. Users must have an Adobe account, but this is free and used only for envelope tracking.

Q: Can I use Adobe DC Pro e-Sign in place of the envelopes that Agiloft provides?

   A: No, the API requires using envelopes purchased through the Agiloft account with Adobe.

Q: Is Agiloft certified for Windows 2016 servers?

   A: Yes.

Q: What are the new Look and Feel options?

A: Look and Feel changes include a new menu button to easily collapse the menu, new display options, new checkbox to easily turn off all icons, additional field displays, additional highlighting options, additional underline options, and more.

Q: If my company is currently running ITIL on premise, can we be upgraded to the new Pink Verified template?

A: Yes, but not without further configuration to your knowledgebase. Our new Pink ITIL options are configuration changes, not core code changes, so the upgrade alone won't include those changes. If you're interested in adding additional features to your knowledgebase, please contact your implementation team representative.

Q: Is Twilio and SMS integration available for international users?

A: Yes, you just have to enter numbers in the international format, described here.

Q: Can you describe the configuration options for SMS?

A: Agiloft's SMS feature requires a Twilio account. The Agiloft system communicates with Twilio, so the messages are sent from Twilio and managed in Agiloft.

Q: The release notes show several SAML related enhancements, has Agiloft updated any features or integrated with new SAML providers?

A: Yes. To learn more, please see our SAML documentation.

Q: Is it possible to copy a document directly from an email into Agiloft?

A: For an automated solution, Agiloft's inbound email functionality can pull attachments from emails and place them directly into Agiloft records. If you prefer a manual solution, users can also drag and drop files from their desktop directly into Agiloft records. Windows does not currently allow drag and drop from email onto the desktop or into an Agiloft record.

Q: Is the new interface responsive?

A: Yes, the screen size and format automatically adjust for mobile devices

Q: What does the Run Virus Protection option do?

A: This feature runs virus protection when an attached file is added and rejects the file with an error message if a virus is found. The ClamAV anti-virus software is included on our hosted servers and can be automatically download and installed on in-house installations.

Q: Is ClamAV the only virus protection option?

A: ClamAV is installed by default and is included in all Agiloft installations. You can use other antivirus products by writing a wrapper around another package so that it supports the same command line options as ClamAV.

Q: Are any of these features available in current version or do I have to upgrade?

A: You need to upgrade to get the new features demonstrated during the webinar.