

As part of our commitment to delivering the highest quality solution, we've implemented several important improvements in our v2021.1 release. This release is a significant step forward in our product lifecycle, making end user interaction simpler and initiative with a completely better and new interface for builder app along with many more new features.

In addition to the new functionality, we've made available, version v2021.1 also marks an important step in technical architecture behind beautiful product. This will reflect in design of app, speed and user experience along with performance. We have also introduced the [new website](#) for product documentation and help. Your voice matters a lot to us and we're reflecting this directly in the new release.

I'd like to highlight a few of the key features available with version v2021.1:

Contact Management Page

The Contact Management Page is where you can view and manage all of your external contacts in one place. One can access the contact management page through a navigation link in work managers quick menu named 'Contacts'. This new contact management page facilitates users to create, modify, delete all the external contacts at once place. In addition to existing ways of creating contacts the new version of Enate allows to create external contacts in Bulk and a sample file is available in the same page to download. [Click](#) here for more info.

Scheduling Emails and Outbox Page

The emails can be scheduled and sent at a future date by Selecting the Schedule send option. All the scheduled email can be viewed in comms and timeline section. All the emails scheduled to send on a later date can be viewed in the Outbox Page of Work Manager. The Outbox Page is where you can find emails belonging to yourself or to your team that are scheduled be to send at a later date or have failed to send. [Click](#) here for more info.

Streamlining of states

Standardising the states of work items so that all Case, Ticket, Actions can have common states. New standardised states are Draft, To Do, In Progress, Wait, Resolve, Closed. [Click](#) here for more info.

Home Page Grid Improvements

In addition to the standardised states new icons have been included to display some more information about the work items Case, Ticket, Action without opening the work item. These icons are displayed in home page grid and Quick Find search as well. Also, user can apply multiple column level filters in the homepage grid to view the data of specific business case or process. The user can also copy (ctrl +c) the grid data of multiple columns and multiple rows and can paste (ctrl + p) the data simply in excel. [Click](#) here for more info.

Improvements to Views

The user can save the preferred view by saving it as a new setting. All the saved views can be accessed, renamed, modified and deleted. [Click](#) here for more info.

Builder Service matrix Improvements

Changes have been made to service matrix to organise and manage large volumes of data. The status of the case and ticket processes have been updated and can be referred in the service matrix. Customer, Contract and service can be created, modified at a single place in the service matrix. Multiple filters can be applied at customer, contract, and service level. [Click](#) here for more info.

Builder Case configuration Improvements

The user can adjust the case settings view and save the view case configuration page by selection view flow or view steps or both. User can cut/copy/paste the actions in the flow easily with couple of quick clicks. User can view the current set live version also retired versions in the case configuration screen. [Click](#) here for more info.

Builder Ticket Configuration Improvements

The user can select multiple ticket categories easily in the new design with high visibility also user can view/modify all the ticket category attributes at a time. The ticket feedback settings are available in the ticket template in the service line. [Click](#) here for more info.

Builder -New Screen – Service Line Information

All the information of each service line can be viewed and modified in the new screen Service Line. The data like definition of defect categories, Ticket, Case and Action processes, template level data and global checklists can be viewed in Service Line page. [Click](#) here for more info.

User Groups and Permissions

User can add or remove permissions on a context from builder itself and need not to juggle in the config manager. A new page in the user management called 'User Groups' is the place where all the user groups are managed. Users can be added/removed from the user groups and the user group which is linked to the context (customer, contract, service, process) will have the permissions on the context. [Click](#) here for more info on how to create user groups and add permissions.

Adding new Contact Tags.

In addition to the system generated contact tags the user now can create the custom contact tags in order to specify further relationship with the work items. Ex : 'Broker', 'Referee'. New contact tags can be added in the General setting page of the builder. [Click](#) her to know more about contact creation.

External Contact scoping

The scope of external contacts like Local, Global, Global and Local in the platform is defined in the 'External contact scope' in General Settings. Based on this setting the contacts are managed and created in the contacts page in the Work Manager. To know more about this scoping [click](#) here.