ADASHI Systems LLC

ADASHI Rollcall
17.7

Release Notes

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Adashi Rollcall 17.7 Release Notes

1. INTRODUCTION

The document communicates the changes and fixes made in this release for Adashi RollCall version 17.7. It also documents known problems and workarounds if applicable.

2. ABOUT THIS RELEASE

This is a feature release containing two new features and workflow changes related to notification transparency and reliability, in addition to bug fixes and minor improvements to existing features.

3. COMPATIBLE PRODUCTS

This product has been tested on the following platforms or with the following products:

- Google Chrome v101 and newer on Windows 10, 8.1

- NOTE: We are working on restoring full compatibility with Mozilla Firefox, but due to recent issues with reliability we cannot fully guarantee support on Firefox at this time.

4. RELEASE / DEPLOYMENT PROCESS

4.1 PROCESS

An Adashi Systems tech support representative will contact the person designated as your primary contact to schedule a deployment time. A notice will be provided 24 hours before planned site maintenance, and again just before the site comes down. Deployments typically take less than thirty minutes, and the site will work without further customer input upon reactivation.

Access to a link with a copy of these release notes and a set of explanatory videos will be provided prior to the deployment.
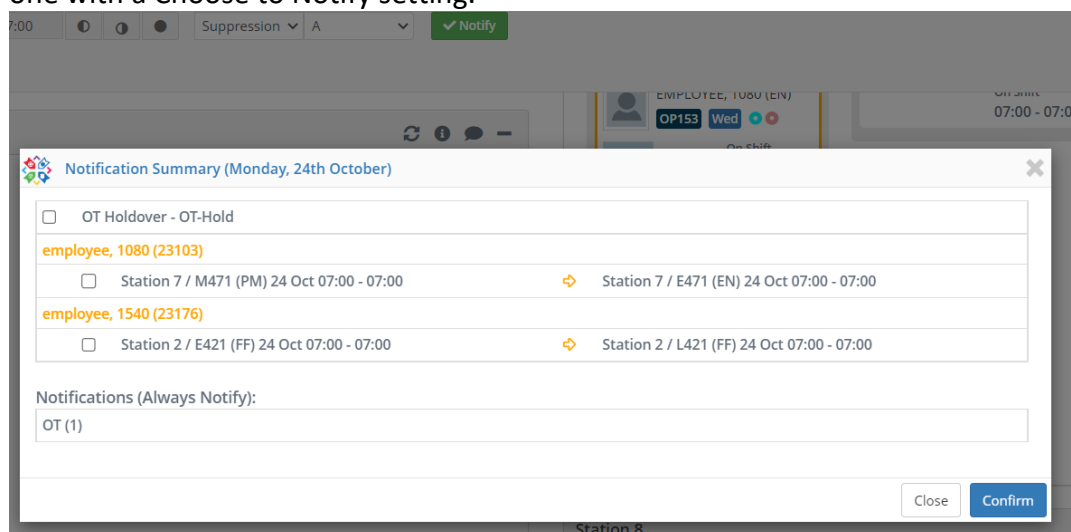
5. FEATURES

5.1 NEW FEATURES

Notification Preferences and Queueing

Part of a set of improvements and feature additions in 17.7 and the upcoming 17.8 release focused on improving the overall notification experience, the new notification preferences and message queueing features replace and improve upon the Finalize button previously found on the Situation Board. The purpose of Finalize was twofold, to "lock in" shift adjustment activities created by shift schedulers arranging personnel to meet staffing needs, and to queue notifications about those shift adjustments for delivery to affected personnel.

The new system adds more flexibility and control, and fixes reliability and clarity issues concerning when Finalize was to be used. In 17.7, the Finalize button is gone, so now every shift adjustment created is distinct, resulting in a new code rather than overwriting an existing one, which happened in older versions if the user did not click the Finalize button. In its place is a Notify button, which gives the user granular control over which notifications are delivered to affected personnel.

This button goes hand in hand with a new setting introduced to shift adjustment codes. Each code now has a Notification Preference setting, which governs how notifications are delivered when these codes are used on the Situation Board. This setting has three choices: Always Notify, Choose to Notify, and Never Notify (the default setting is Always Notify).

- Always Notify: Upon creation of a shift adjustment with this setting, a notification will immediately be delivered to the recipient.

- Choose to Notify: Upon creation of a shift adjustment with this setting, a notification will be queued. Once the user is ready, they will click Notify and are presented with an list, organized by code, which shows each instance of a Choose to Notify code used since the last click of the button. Here, the user can choose individually whether they wish to notify the recipient about the code by ticking the checkbox next to the activity, or in bulk by ticking the checkbox next to the name of the code. This also applies to edited shift adjustments, as long as the code remains one with a Choose to Notify setting.
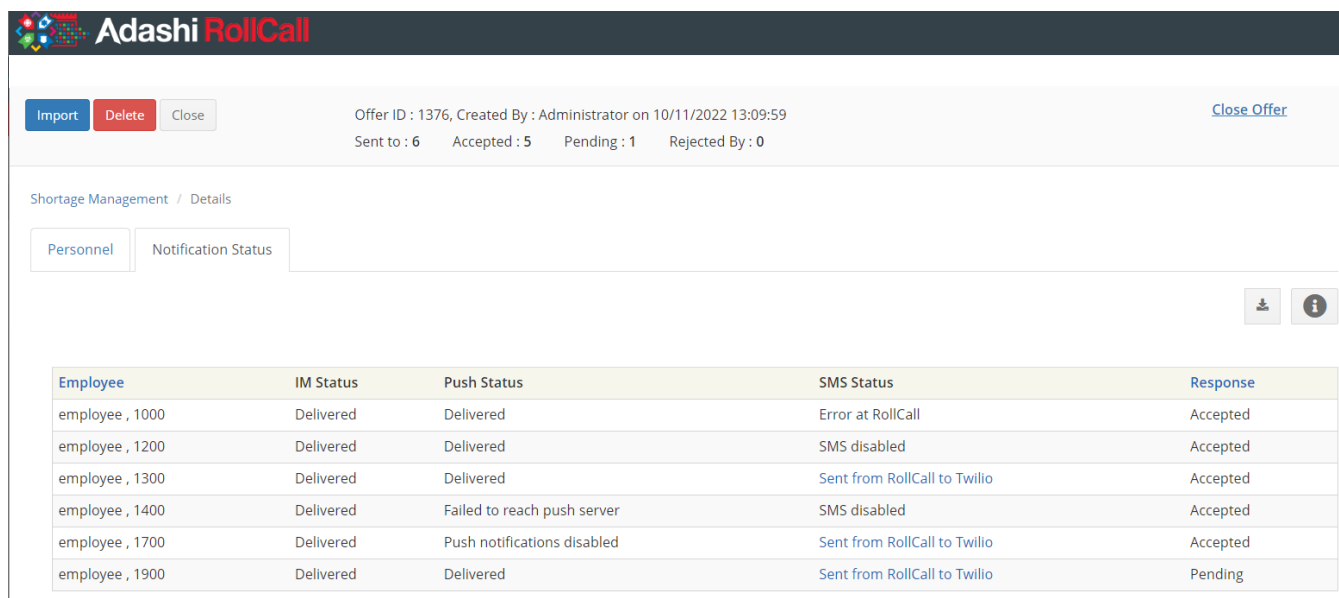
- Never Notify – shift adjustments with this setting never generate notifications, including upon creation, alteration, or deletion.

Overtime Notification Audit Tool

Part of a set of improvements and feature additions in 17.7 and the upcoming 17.8 release focused on improving the overall notification experience, the overtime notification audit tool increases transparency and provide a robust view of the status of notifications sent to personnel for overtime.

Accessible in the Repair Jobs page of the Activities menu (your department may use a different term; this is the page where overtime offers which have been sent to personnel can be resolved by hiring one or more respondents), the overtime notification audit tool provides detailed visibility into all three types of notifications: IMs (or Rollcall's internal messaging inbox), push notifications, and SMS texts. This breakdown can be found in the Notification Status tab for any individual offer, and can even tell the user if an employee had push notifications or SMS turned off in settings at the time of the offer.

Employee	IM Status	Push Status	SMS Status	Response
employee , 1000	Delivered	Delivered	Error at RollCall	Accepted
employee , 1200	Delivered	Delivered	SMS disabled	Accepted
employee , 1300	Delivered	Delivered	Sent from RollCall to Twilio	Accepted
employee , 1400	Delivered	Failed to reach push server	SMS disabled	Accepted
employee , 1700	Delivered	Push notifications disabled	Sent from RollCall to Twilio	Accepted
employee , 1900	Delivered	Delivered	Sent from RollCall to Twilio	Pending

As demonstrated by the screenshot above, the table displays all personnel who were sent the offer, statuses for each notification type, a column for response by each personnel, some summary data along the top of the window, a download option with CSV, Excel and PDF capability, and a legend to explain each possible status.

This feature provides enhanced visibility into notification status and can help users and Adashi support more quickly identify notification issue causes. Additionally, changes in the backend code have been made to increase the overall reliability of notification delivery.

5.2 CHANGED FEATURES

Inbox Manipulation

We have added several capabilities to the Messages inbox to make managing messages much easier. We restored the functionality of the Select All feature, which selects every message on the current page of the inbox. We have also added a Mark as Read button, which will change the read status of all selected messages. Select All also facilitates bulk message deletion, which helps keep inbox size manageable.

Added Hours to Requests page

We have added an hours column to the activity Requests page, which provides additional helpful information to administrators making approval and denial decisions.

Bookings / Requests

	Service No	Name	From	To	Hours	Booking Type	Location	Category	Code	Swapped With	Date Created	Com
☐	23071	employee, 8200	9/30/2022 07:00	10/1/2022 07:00	24:00	ShiftAdjustment	ⓘ	Staff Move	Transfer	✓	9/29/2022 04:18	
☐	22280	employee, 1000	10/2/2022 07:00	10/3/2022 07:00	24:00	GenericBooking	ⓘ	Vacation	VAC	✓	9/19/2022 02:44	
☐	23140	employee, 1310	10/5/2022 07:00	10/6/2022 07:00	24:00	GenericBooking	ⓘ	Overtime	OTT	✓	9/8/2022 15:00	
☐	32128	employee, 2200	10/10/2022 07:00	10/11/2022 07:00	24:00	GenericBooking	ⓘ	Vacation	VAC	✓	10/3/2022 03:04	
☐	32132	employee, SK	10/11/2022 07:00	10/11/2022 19:00	12:00	ShiftAdjustment	ⓘ	Trade	TRADE	employee, 1040	10/10/2022 05:09	

Improvements to Vacation Planner

A number of improvements have been made to increase the usability of the Vacation Planner tool. Note that further revisions and improvements are planned for this feature in 2023, eventually allowing Rollcall to fully facilitate a vacation picking event for an entire department.

- Fixed an issue that caused personnel on vacation to appear on their booked-off day, and the next day, affecting vacation counts and creating confusion. Personnel now appear only on their booked-off day.

- Personnel names are now listed in order of vacation approval time, in descending order from oldest approval to most recent.

- A Rank filter has been added to the tool, allowing users to view vacation counts if the department has variable rules by rank.

- A filter has been added to the personnel list for any day on the Vacation Planner, allowing the user to view total counts for individual vacation codes.

- Administrators approving vacation requests can leave comments explaining their reasoning or providing context to those who may view the approval later. These comments are now available in the personnel list, by hovering over the black speech bubble.

5.3 REMOVED FEATURES

Finalize Button

The Finalize button used to appear on the Situation Board after one or more shift adjustments were created. This button had two purposes: to lock in the created shift adjustments, and to release queued notifications for those activities. In practice, users were confused about when to use the button, and both functions did not work consistently and predictably. It has been removed in Rollcall 17.7, and is replaced by the Notification Preferences and Queueing system described in Section 5.1 above.

6. RESOLVED DEFECTS

The following defects have been resolved in this release:

1. Resolved a major issue in contract updates where all records processed for deletion are handled as a group. This led to scenarios where one or just a few of the activities in a processing group could fail and cause the entire group of records to retry and fail to process in perpetuity, creating junk data and slowing site performance. Records are now processed individually, eliminating the performance degradation concern, and additional steps were taken to minimize the chance of processing failure.

2. ARC-1030: Resolved a bug which caused inactive users without contracts to appear in the active employees list under the Admin menu.

3. ARC-1061: Resolved a bug which did not correctly update shortage times when a shift adjustment was updated with different timing.

4. ARC-1062: Resolved a bug which caused employees to disappear from the Situation Board when shift adjustment times were edited.

5. ARC-1067: Resolved a bug which resulted in duplicated shift adjustment codes and unsuccessful transfer of an employee to their new station assignment.

6. ARC-1068: Resolved a bug which caused irrelevant punctuation to appear next to activity codes in the mobile app's Roster module.

7. ARC-1102: Resolved an issue with contract closure which did not delete future shift adjustments, resulting in orphaned activities and incorrect staffing levels.

8. ARC-1111: resolved an issue with user permissions which showed certain user types booking codes they did not have permission to create or request, which led to confusing error messages.

9. ARC-1186: Resolved a bug which prevented certain activity codes from displaying under the correct categories when creating activities from the Situation Board.

10. ARC-1187: Resolved a minor issue with the column selectors that rendered the Reset button, which restores the list view to the original columns, ineffective.

11. ARC-1212: Resolved a bug which did not permit shift adjustments to be performed between two shifts on the same day (ex. Between a Day and Night shift).

7. KNOWN BUGS AND LIMITATIONS

7.1 GENERAL NOTE

In the Admin section of the program, accessible only with the proper permissions, there is a menu item called Dashboard. Modifying items here can lead to incorrectly altered department data and other errors. Adashi recommends consulting with IT Support rather than attempting to interact with this section.

7.2 ROLLBACK PROCEDURE

In the event of a significant issue with the upgrade, Adashi has a system in place to revert a site to the previous working version. Unfortunately, this means that any new data created in Rollcall between the time of the upgrade and the rollback will be lost. A rollback is a worst-case scenario, and Adashi will do everything possible to prevent such an option from becoming necessary.

8. DOCUMENTATION

As part of your department's purchase of Adashi Rollcall, a set of training videos are made available for you and your employees to learn to use the system. An additional set of videos covering the new features and changes in this update and all previous updates is accessible along with a copy of these release notes here: https://www.adashi.com/rollcall-customers/.

If there is further need for explanation or assistance, please contact us at:

(1) 877.563.9980 during normal business hours and we will be happy to answer your questions, or if required set up a call to address your needs in person.

Revision History

Version	Date	Summary of Changes	Author	Revision Marks (Yes/No)
1.0	10/18/22	Initial revision	Corey Guen	No