

Release Notes - JSMobile - Service Management Portal



iOS App

4.12.3

- Minor bug fixes and improvements
- Minor bug fixes and improvements
- Minor bug fixes and improvements
- Support the ability to edit request from bundle feature
- Minor bug fixes and performance improvements
- Support attachment fields in details screen.
- Fix the cloud bundle fields latest changes.
- Handle new cloud changes.
- Minor performance improvements.
- Bug fixes and performance improvements.
- Support the attachment field in details screen.
- Improvements and bug fixes.
- Support new cloud kbarticles.
- Support new cloud login
- The new release brings about app enhancements and some bug fixes.
- Looking to organize request form fields with related information to be more convenient for your users and achieve a higher performance? You can now do that through the mobile cloud version of JSMobile as the app now supports Deviniti bundled fields.
- For our users from Poland, another language has been added to JSMobile's repertoire as the new version now supports Polish.
- The new release brings about app enhancements and some bug fixes.
- Looking for fields dependency?, validation rules? and conditions?, you can do so using Deviniti Dynamic forms which is now supported in JSMobile mobile cloud version
- Enjoy translating all App contents to your native language when switching languages in mobile.
- Improve login through Jira Cloud and session timeout
- Improvements & Bug fixes
- Improvements & Bug fixes (Portal in cloud fix)
- Improvements & Bug fixes (Cloud issue Fix)
- SLA's is important for your customers as it is important for your agents, that's why we've supported SLA feature provided by "Extension for Jira Service Management"
- Sometimes you need to announce an event or an important change, for that reason we supported the announcements feature provided by Refined Theme
- Documentation links in request type description are important for the customer to get more info, that's why we make them clickable within the app
- Help and more instructions are now viewable in create screen also
- Improvements & Bug fixes
- Add support for insight in cloud



Android App

4.12.1

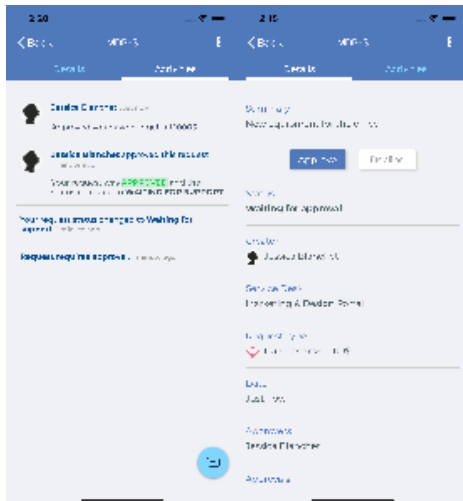
- Minor Login fixes
- Fix the cloud bundle fields.
- Handle new cloud changes.
- Add the ability to firectly switch from request type list screen to request list screen.
- Minor performance improvements.
- Enhancements on details screen attachment fields.
- Improvements and fixes.
- Support new cloud KB Articles.
- Support the attachment field in details screen.
- Fix the file selector issue.
- Bug fix and performance improvements
- Support new cloud login.
- Support the ability to edit requests using the feature bundle add-on.
- Support the new changes on the cloud regarding the description field.
- Improvements to SSO and basic login
- Improvement to session timeout.
- Improvement for the older version of Android.
- Bug fix and performance improvements
- Support Android 33 changes.
- Fixes on session timeout.
- Support cloud changes.
- minor fixes
- Support JSM 5.2
- minor fixes
- Some fixes to SSO login.
- minor fixes
- Fix take photo issues.
- Fix insight on details screen issues.
- Support cloud changes.
- Fix KB articles issues.
- Support cloud changes on request list filter to be multi select.
- Support German Language.
- Fix login issues.
- Support Insight descriptions.
- Support cloud changes.
- Bug fixes and performance improvements
- Fix comment bottom sheet issues.
- Bug fixes and performance improvements
- Fix cloud request type image not showing.
- Fix cloud request list description not showing

- Improvements & Bug fixes
- Improvements & Bug fixes
- RefinedTheme Layouts (Navigation Highlight, Navigation Content, Request Types, Service Desk) now supported in JSMobile
- Improvements & Bug fixes
- General [enhancements](#) and bug fixes
- RefinedTheme Sites, Categories, Portals, and links are now supported in JSMobile
- If you're using Translation for Jira from Deviniti you'll be able to switch languages from Mobile and enjoy the app with your native language
- You can now download attachment and access it with the app of your choice
- Links in announcements are now clickable, not only that even if you're using rich text you'll be able to view it from mobile
- Improvements & Bug fixes
- General [enhancements](#) and bug fixes

JSMobile formerly named "Mobile for JSM Portal" is now available with a totally new brand and design, in addition to a bunch of features:

- Increase your customer self-service with the ability to search for Knowledge base articles
- Search tab in the home screen is now a help center global search including knowledge base articles and request types
- Request details and comments are split into two tabs for better collaboration
- iPad users will be able to split the view and include the requests list and details in one screen
- Approve/Decline requests UX enhancement
- Support switching between sites (A feature provided by Refined Theme)
- Supporting Insight default values
- Complete support for Elements Connect

iPhone Design:



- Support for extension for Jira bundle fields.
- Enhancements on extension for Jira dynamic forms.
- Multiple UI/UX improvements.
- Multiple bug fixes and improvements.
- Looking for fields dependency?, validation rules? and conditions?, you can do so using Deviniti Dynamic forms which is now supported in JSMobile mobile cloud version
- Improve login through Jira Cloud and session timeout
- JSMobile is ready to function on Android 12
- Improvements & Bug fixes
- Support for SLA feature provided by "Extension for Jira Service Management".
- Support for the announcements features provided by Refined Theme.
- Add the ability to add comments directly from request lists from 3 dots options.
- Support help and instruction feature in the create screen.
- Improvements and bug fixes
- Support Translation for Jira.
- Support new nFeed cloud third-party add-on.
- Support attachment field description in creates screen.
- Minor fixes for bundle fields.
- improvements and bug fixes

JSMobile formerly named "Mobile for JSM Portal" is now available with a totally new brand and design, in addition to a bunch of features:

- Increase your customer self-service with the ability to search for Knowledge base articles
- Search tab in the home screen is now a help center global search including knowledge base articles and request types
- Request details and comments are split into two tabs for better collaboration
- iPad users will be able to split the view and include the requests list and details in one screen
- Approve/Decline requests UX enhancement
- The name of the application is changed from "Mobile for JSM Portal" to "JSMobile - Service Management Portal"
- App Icon is updated
- Support insight default values
- Enhance notification UI
- Minor bug fixes and performance improvements

Changes:

- Support Refined Theme sites functionality

Fixes:

- Some Improvements and bug fixes.

Changes:

- Support [Elements Connect - external data fields](#) third-party add-on.

Fixes:

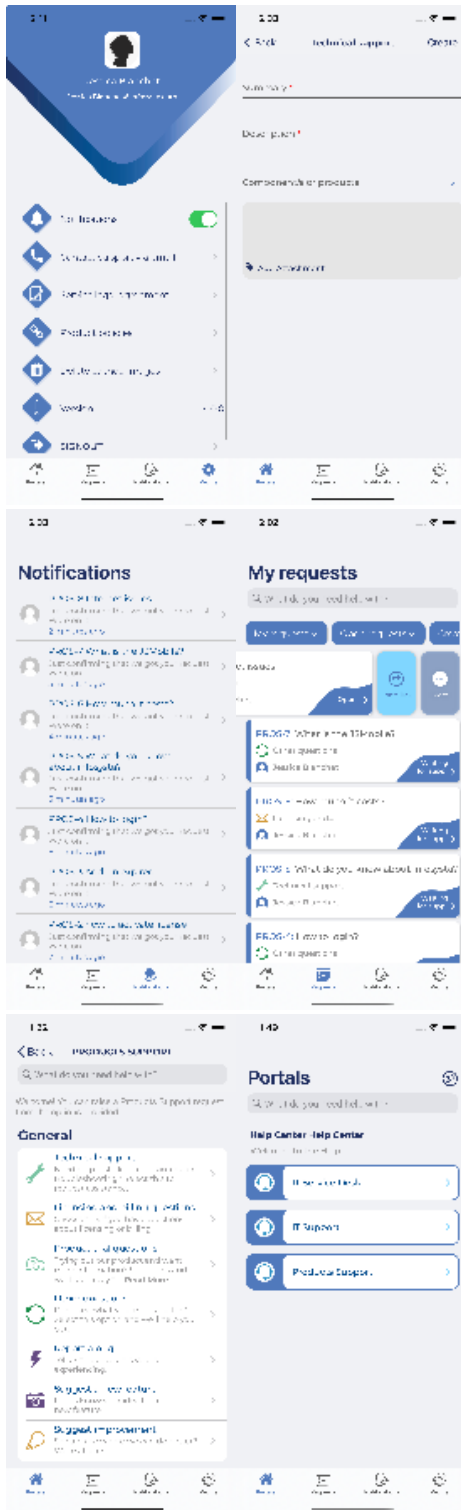
- Minor UI enhancements to create screen fields.
- Some Improvements and bug fixes.

Changes:

- You're now able to hide specific portals from the Mobile app using Refined Theme
- You'll be notified now of any new update for the app

Fixes:

- Fixing the session timeout issue on the server and we enhanced the behavior on cloud
- Support Android API version 22 (5.1) and version 19 (4.4)
- Fix request details attachments issues
- Improvements & Bug fixes



Changes:

- Portal specific announcements are now supported within the app
- Actions used in request details are also supported in the list
- Users are now able to benefit from "Forget Password" functionality
- We know that you have too many info to load in a request detail, so we've added a scroll-to-up button to help you get back rapidly
- "Request waiting for approval" statement is now supported in the activity stream
- Since you may have hundreds of comments, we've added Load-More functionality to help you view them with regular speed

Fixes:

- Session timeout issue with server instances
- The value can be selected twice using Insight multi-select field
- Logged-In user avatar not loading in cloud instances
- The details section was not appearing in some cases
- Minor fixes and enhancements for the login screen
- Performance improvements

- Users are now able to share the request with the organization while creating it
- iOS users are now able to attach files from their devices
- In addition to listing issues in My Requests, All Requests, and Approvals, user can now list issues raised by his/her organizations
- Users are forwarded directly to the request list when they have only one portal
- Russian users are now able to search for issues with their native language
- Portal's key is now removed from the home screen, to follow the web application
- Enhancing the way comment's in-line images are displayed
- Users can now search for items within select fields
- User avatars and request type images are loaded faster than ever
- The summary is displayed fully in request details
- The last used URL is now saved to help the user log in directly
- Improvements and bug fixes

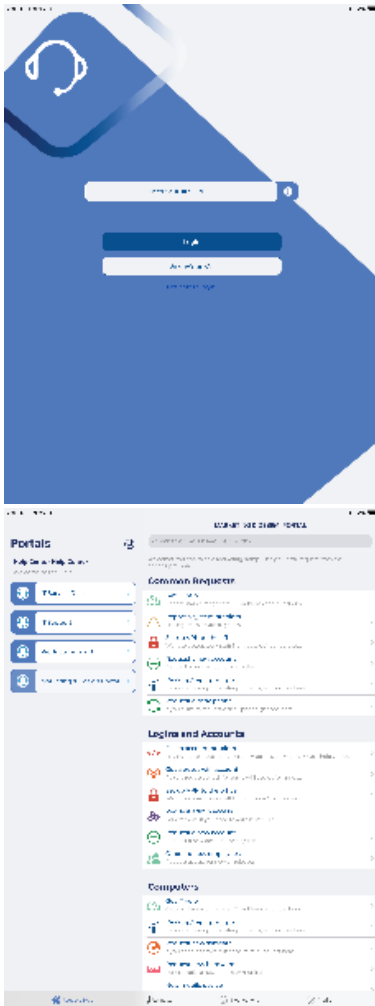
- Insight fields are now supported in both create and detail screens
- The request activity stream is supported within the app, the customer will be able to know when an issue is approved or status changed
- Comments are now rendered in rich text form, for which inline images will be displayed in the app, and much more
- Divinity Add-on Translation for Jira is now supported within the app
- Customers are now able to share requests with organizations and participants
- Your customers will now be notified about your Announcement
- "Don't notify me" is now supported within the app
- New customers will be able to Sign-up into your portal from the Mobile app
- Users will be able to share request links with their colleagues through Slack, Email, WhatsApp...
- CF++ fields are now supported in both create and detail screens
- Customer will now be able to view Portal Name and Description in the request types list
- The image editor is now better than ever, you'll be able to rotate, crop, add stickers...
- GIF images can now be viewed
- Request status can now be updated directly from the request list
- Fixing cascade field issue
- Improvements & Bug fixes

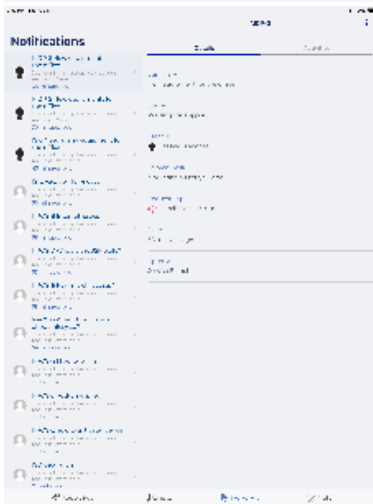
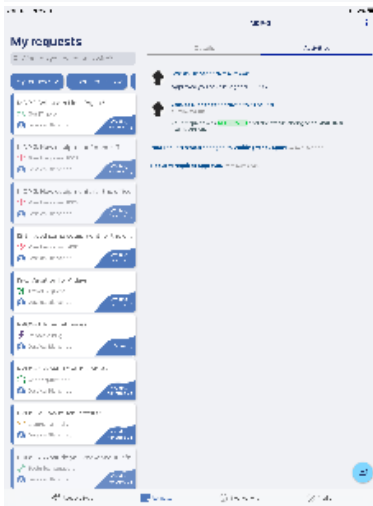
- Users are now able to check Approvals requests and filter through them
- Support new changes in Jira that fix the issue by including Attachments when required
- Fixing issues with Cloud Instance
- Improvements & Bug fixes



- Adding support to Jira 8.5.0
- Fixing issue with request type images in the cloud instance
- Improvements & Bug fixing

iPad Design:





- Support insight default values
- Enhance notification UI
- Minor bug fixes and performance improvements

Changes:

- Support Refined Theme sites functionality

Fixes:

- Some Improvements and bug fixes.

Changes:

- Support [Elements Connect - external data fields](#) third-party add-on.

Fixes:

- Minor UI enhancements to create screen fields.
- Some Improvements and bug fixes.

Changes:

- You're now able to hide specific portals from the Mobile app using Refined Theme
- You'll be notified now of any new update for the app

Fixes:

- Fixing the session timeout issue on the server and we enhanced the behavior on cloud
- Support Android API version 22 (5.1) and version 19 (4.4)
- Fix request details attachments issues
- Improvements & Bug fixes

Changes:

- Portal specific announcements are now supported within the app
- Actions used in request details are also supported in the list
- Users are now able to benefit from "Forgot Password" functionality
- We know that you have too many info to load in a request detail, so we've added a scroll-to-up button to help you get back rapidly
- "Request waiting for approval" statement is now supported in the activity stream
- Since you may have hundreds of comments, we've added Load-More functionality to help you view them with regular speed

Fixes:

- Session timeout issue with server instances
- The value can be selected twice using Insight multi-select field
- Logged-In user avatar not loading in cloud instances
- The details section was not appearing in some cases
- Minor fixes and enhancements for the login screen
- Performance improvements
- Users are now able to share the request with the organization while creating it
- iOS users are now able to attach files from their devices
- In addition to listing issues in My Requests, All Requests, and Approvals, user can now list issues raised by his/her organizations
- Users are forwarded directly to the request list when they have only one portal
- Russian users are now able to search for issues with their native language
- Portal's key is now removed from the home screen, to follow the web application
- Enhancing the way comment's in-line images are displayed
- Users can now search for items within select fields
- User avatars and request type images are loaded faster than ever
- The summary is displayed fully in request details
- The last used URL is now saved to help the user log in directly
- Improvements and bug fixes
- Insight fields are now supported in both create and detail screens
- The request activity stream is supported within the app, the customer will be able to know when an issue is approved or status changed
- Comments are now rendered in rich text form, for which inline images will be displayed in the app, and much more
- Divinity Add-on Translation for Jira is now supported within the app
- Customers are now able to share requests with organizations and participants
- Your customers will now be notified about your Announcement
- "Don't notify me" is now supported within the app

- New customers will be able to Sign-up into your portal from the Mobile app
- Users will be able to share request links with their colleagues through Slack, Email, WhatsApp...
- CF++ fields are now supported in both create and detail screens
- Customer will now be able to view Portal Name and Description in the request types list
- The image editor is now better than ever, you'll be able to rotate, crop, add stickers...
- GIF images can now be viewed
- Request status can now be updated directly from the request list
- Fixing cascade field issue
- Improvements & Bug fixes

- Users are now able to check Approvals requests and filter through them
- Support new changes in Jira that fix the issue by including Attachments when required
- Fixing issues with Cloud Instance
- Improvements & Bug fixes

- Adding support to Jira 8.5.0
- Fixing issue with request type images in the cloud instance
- Improvements & Bug fixing