

New Features in RippleDown: Version 7.3

This document focuses on New Features in RippleDown.



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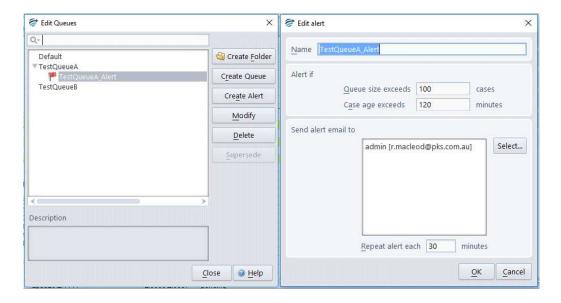


Knowledge Builder

Below is a list of what is new in the Knowledge Builder for the latest release of RippleDown®.

Queue Alerts

Knowledge builders are now able to customise alerts for queues from the Queue Editor, located in the edit menu. RippleDown will generate email messages to the assigned alert recipient(s) when a case has been on a queue longer than a specified number of minutes, or if more than a defined number of cases are exceeded on a queue. The intervals at which these alerts are sent can be customised to suit the user.



It is possible to configure more than one alert for any queue, with different parameters and alert recipients, to escalate an alert when necessary.

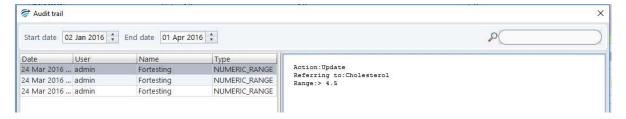
For more information see **Queue Alerts** in the Help section of our website.

Attribute Audit Trail

The new Audit trail function, located in the Tools menu is now available. Audit Trail tracks changes for Constants, Numeric, Group, Text, Merged, Double List, Panic Delta and Calculated Value attributes. Each editing operation on an attribute in a project, that can have some effect on the output of the project, will be recorded. This includes:

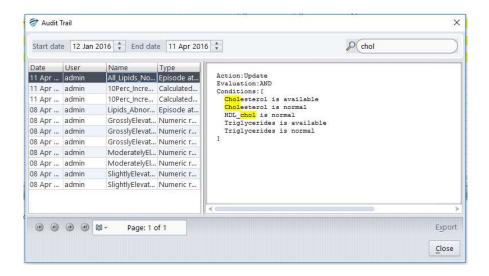
- The name of the user who edited the attribute
- The time of the edit operation
- Details of the attribute after the completion of the edit.





Filtering and sorting

The Audit Trail logs can be filtered using a text-match control. The description pane from the Audit Trail will highlight any matching text entered in the search box, to help rapidly isolate what you are looking for.



- Each column in the audit trail is able to be sorted.
- The user is able to specify a date range for the Audit Trail entries that are to be shown.

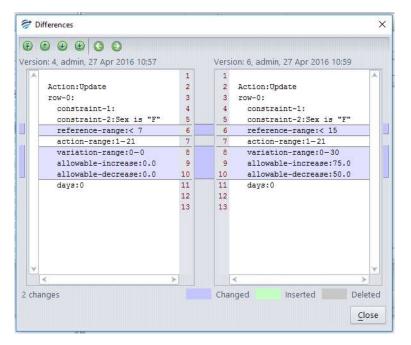
Export and email

The user is able to specify that the currently showing audit trail be exported to file, or emailed to them.

Tracking and Comparison

The user is able to select a row, and by right clicking, compare the contents in the description pane to the previous entry for that attribute. Using the left and right arrows at the top left of the window, the user can navigate through previous changes to the attribute. This feature is especially useful for lengthy descriptions used in Condition Table attributes.





Initiation and Backup

When upgrading a site with the audit trail functionality, the RippleDown server will create an initial audit entry for each attribute, so that subsequent edits can be compared with the current version. The RippleDown Server will back-up the audit database during scheduled Housekeeping daily.

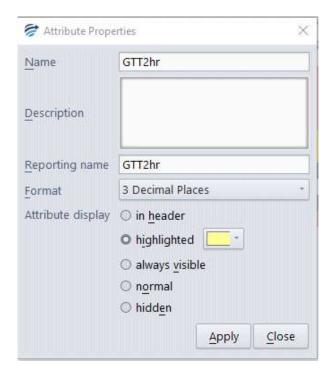
For more information see <u>Audit Trail</u> in the help section of our website.

Display Format of Attribute Values

There are now attribute options to format values in a case to 0, 1, 2 or 3 decimal places as well as the existing significant figures. This formatting can be used either on a per-attribute basis or as the default formatting for a whole project. The formatting also applies to attribute values that are used as variables in comments.

(NB- arithmetic manipulations of attributes with decimal places takes into account the underlying value of the attribute, not the display value)





Features Tree Expansion Settings

In previous versions, the Features Tree needed to be expanded each time when building a rule for a feature. The Features Tree will now mirror the Features window expansion state for greater ease when rule building.

Administrator

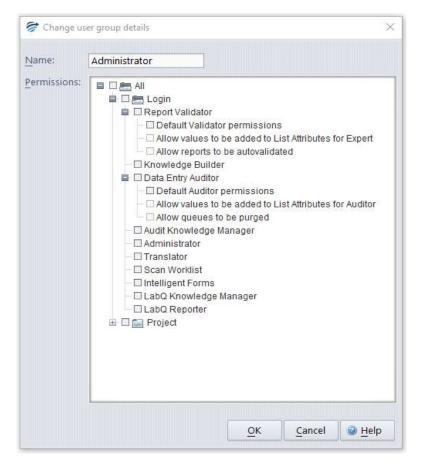
Below is a list of what is new in the Administrator of the latest release of RippleDown®.

Data Entry Auditor Permissions

In the previous release, any Auditor user could purge a queue. There is now a specific user-group permission "Allow queues to be purged" which is required to be assigned to a user group in order to allow the corresponding users to purge a queue. Note that if this permission is assigned, the user will be able to purge any queues that they have access to. Note also that this is an Auditor-only permission - a Validator user has the ability to purge any queue they have access to.

In the previous release, only a user with Audit Knowledge Manager permission could add a value to a list attribute in the Auditor application. There is now a separate permission able to be assigned to a User Group corresponding to this function, namely, "Allow values to be added to List Attributes for Auditor".





Translator

Below you can see is what is new in the Translator for the latest release of RippleDown®.

New Filter Control

There is now a filter control for the Translator. When some text is entered into this control, only rows where either the untranslated text or translated text contains the filter text (case insensitive) are shown.



