

## Product Enhancements

### General

- Don't know all the employees at your vendors? No problem! Work orders can be assigned directly to a vendor company. The vendor can reassign to an employee based on workload
- An assignee's email address and primary phone number are displayed directly in the work order. If you have an interactive phone system, you can click on the phone number to initiate a call.
- We've got meter readings! Add meters to a piece of equipment to capture meter readings during your PM tasks.
- New Permissions! Control who can manage permissions, view permissions and manage issue types.
- New Report! The Work Order SLA Report allows you to track completion rates and how close you are to meeting your SLAs.

### Search

- New filters have been added to Work Order Grid. You can now filter by:
  - Employee ID
  - Property Address
  - Property ID
- Filters now stick. If you filter the Work Order Grid, click into a work order than use the back button to return to the grid, the same filters will be applied.
- From the Issue Type Grid, we have added the ability search for assignees. You can use this feature to easily bulk reassign future work orders.

### Mobile

- Android
  - Engineers can view an Equipment Record from a Work Order or Maintenance Task.
  - We've got meter readings! Engineers can capture meter reading via mobile.
- iOS:
  - Engineers can view an Equipment Record from a Work Order or Maintenance Task
  - We've got meter readings! Engineers can capture meter reading via mobile
  - See an issue? Engineers can create work orders for issues they see, or for issues that are reported to them by your tenants.



# Release Notes

December, 2019

## Insurance (powered by MyCOI)

- We have added more control to which companies you are tracking. You can opt a specific company out of insurance tracking.
- More COI related information is available directly in Prism. Insurance status is displayed when creating and selecting a vendor assignee. Also insurance status is displayed when viewing an existing WO assigned to a vendor assignee.