SuperOffice AS

What's new in SuperOffice 8.4

SuperOffice AS – Research and Development

Updated: 10 April 2019

Summary of Highlights

SuperOffice 8.4 – is the current major upgrade of the SuperOffice CRM platform.

Forms are the new main feature and is a powerful engine to get information from a form into SuperOffice without too many integrations and hassle.

Forms make it easier to interact with customers and prospects via your website or Customer Centre. A wide variety of data can be added in a form (including file upload) and you can add a number of automated actions to will be performed when the form is submitted and processed.

It's easy to create a form and post it on any web-page you want to have it visible, such as a "Contact us" form, and it's easy to transform all those new prospects to contacts in SuperOffice.

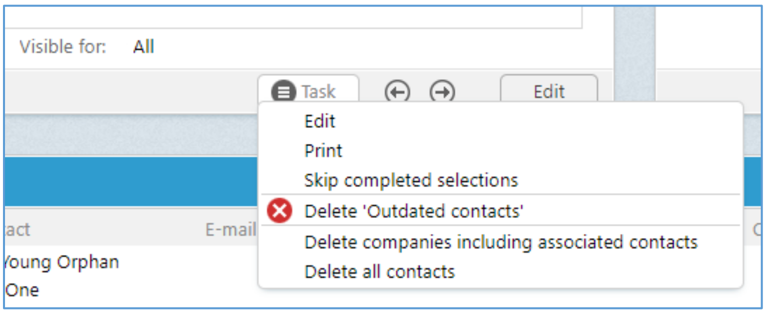
Forms are available for users with the Complete and Marketing user plan. But, the tab for Forms submissions is available for all users.

New functions in the sub release of 8.4 are added to this document:

- 8.4 R02 – ERP sync improvement;
- 8.4 R03 – ERP List sync, Service improvement;
- 8.4 R04 – ERP, Chat, Form, Service improvements;
- 8.4 R05 – Marketing Online template library
- 8.4 R06 – Pocket CRM, Marketing, Chat, Form improvements
- 8.4 R07 – Service and Chat improvements
- 8.4 R08 – Service, Forms and Online Template Library improvements

Contents

Selection – Delete all contacts



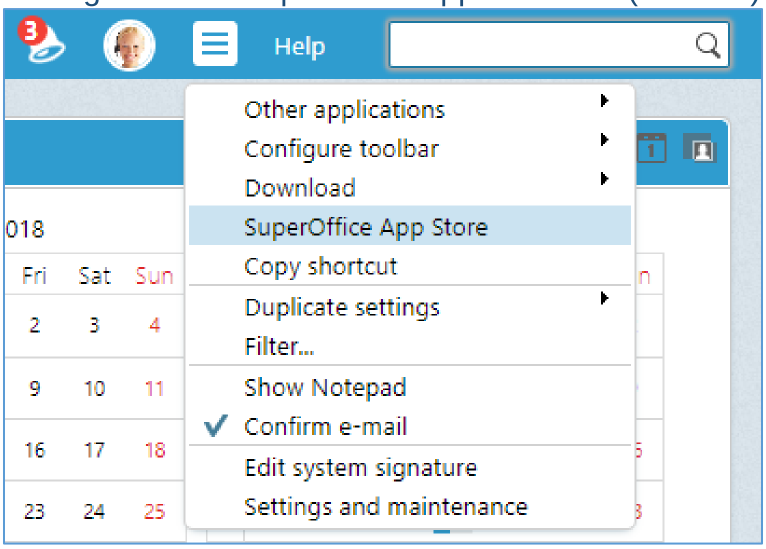
You can use a selection to delete a group of selected contacts from your database without deleting the company.

Just open the **Task** menu and select **Delete all contacts**.

It will be easier to maintain good data quality in your SuperOffice database.

Remember: You can always go to your **Recycle bin,** in the Personal menu, and restore the contacts or companies that you've deleted.

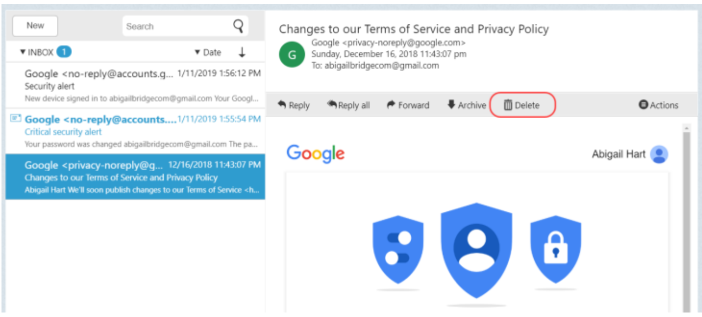
Settings menu – SuperOffice App Store link (8.4 R02)



When you click on the Settings menu, you will find a link in the drop-down list to the **SuperOffice App Store**.

This link will open the App Store where you can explore standard apps, modules and integrations that can expand your SuperOffice CRM Online solution.
https://online.superoffice.com/appstore

Inbox – Delete button moved to email toolbar



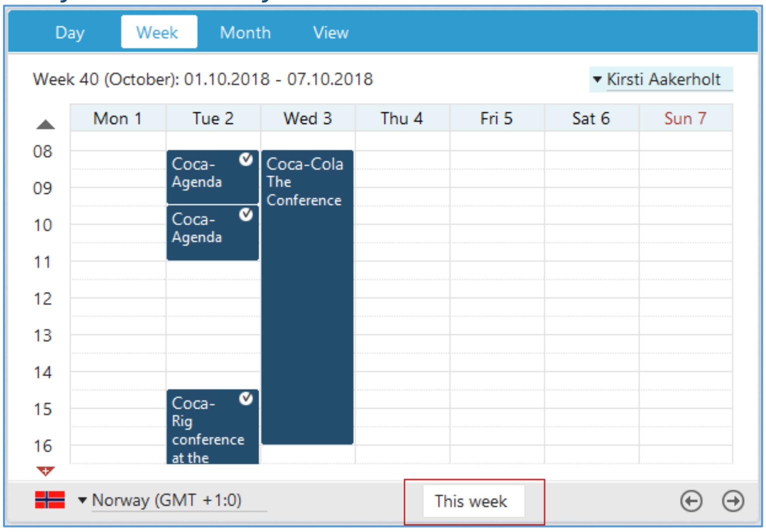
The delete button for an individual message have moved to the email toolbar.

This is a more contextual position of the button as an option relative to the other possible actions you want to take.

New and improved Windows client

There will always be some differences in the Windows and Web client. See below for Windows changes

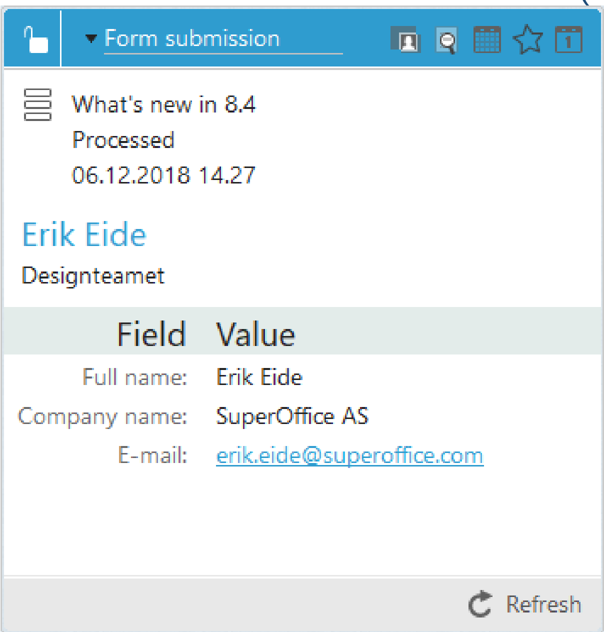
Diary – Go to today/week/month -button



On the Day, Week, Month and View tab in the Diary, a button shows that allow you to select **Today**, **This week** or **This month**.

This makes it easier to get back to today's day in the view you are on. Off course you can use the Diary navigator list, the Today's button on the mini card or today's date in the calendar in the top right corner. But with this button, it's so easy to get back to today's view with one click only.

Mini card – Form submission or Preview (8.4 R04)



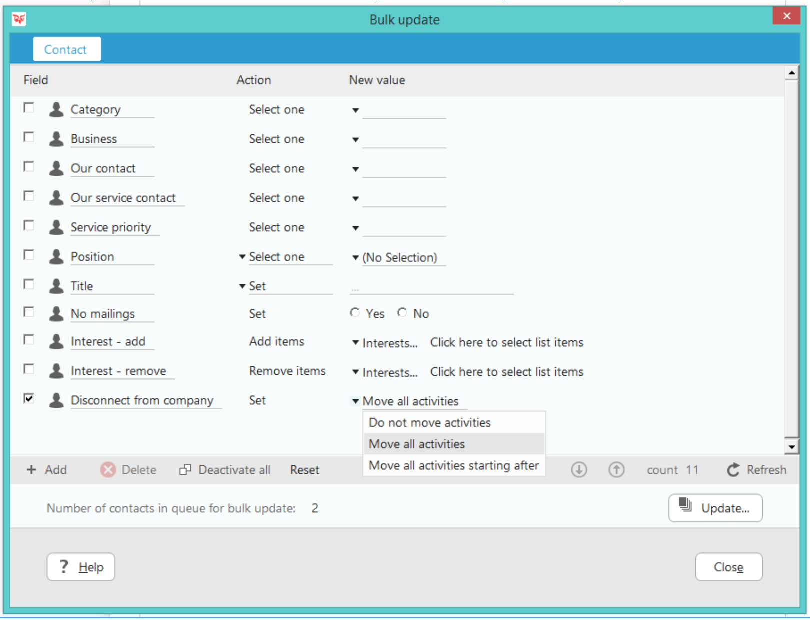
From the **Mini card** selector, you can now select **Form submission.** Next, you can select the form submission you would like to use in the Activities archive.

When you select **Preview** in the Mini-card, you also get the same information.

This is very convenient to get a quick overview when browsing different contacts.

The same information is available from the Form submission dialog in the activities archive.

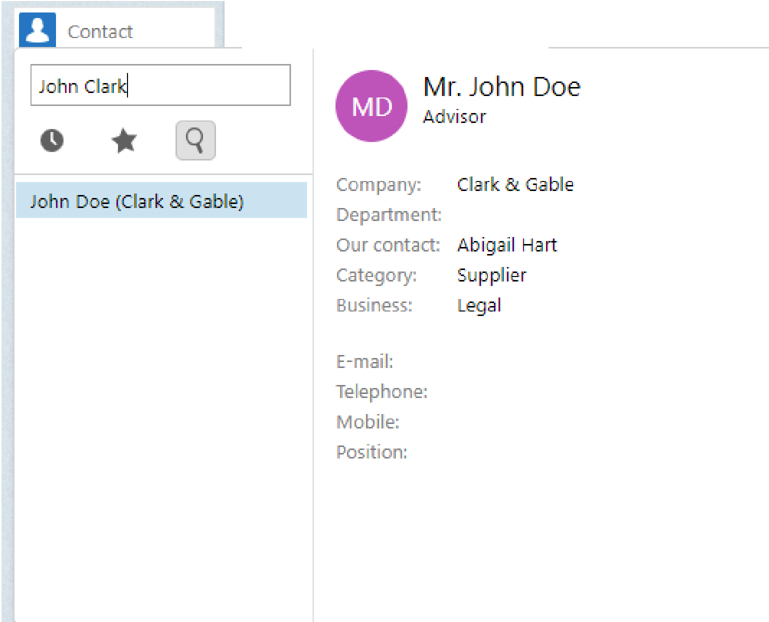
Bulk update – Disconnect persons (8.4 R06)



Using Bulk update you can disconnect groups of contacts from the company cards they are linked to.

This added feature is especially useful when you need to clean up your database and make changes to the contacts saved.

Contact Navigator – Free text search handles multiple words (8.4 R06)

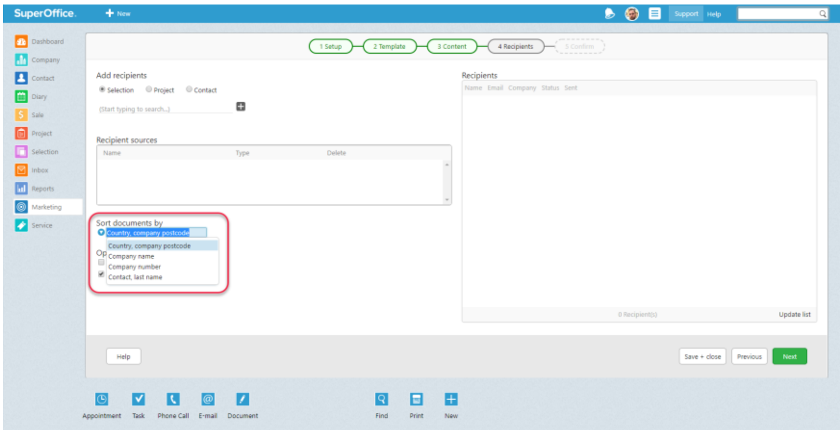


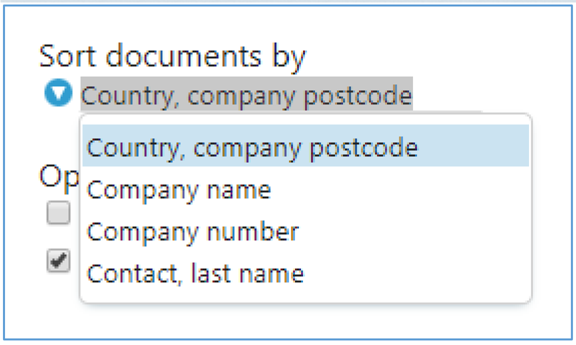
In the Contact Navigator menu, you can now search for multiple words simultaneously.

This will make it easier and faster to find the contact you are looking for.

You can search for the first, middle and last name, for example.

Windows – Sort lists when performing a mail merge to printer (PDF) (8.4 R07)





The Mailings screen lets you create new marketing messages, which you can send by email, sms or by post.

When you create a document to be printed, you have the option to sort your recipients list.

You can sort your recipients list by country or postal code before printing it.

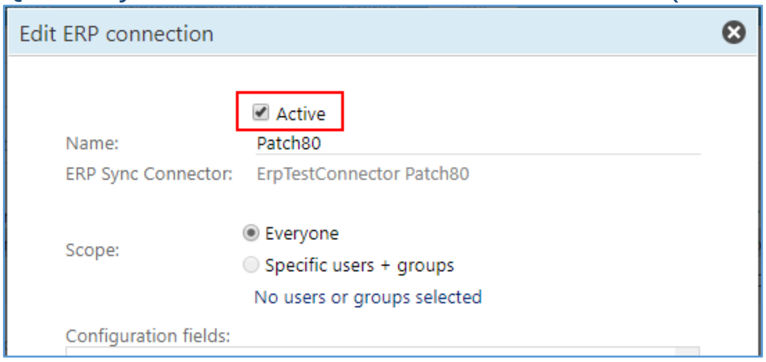
This will save you loads of time, because you don't have to sort your mailing manually after you've printed your documents.

You can sort the list recipients by:

- Country, company postcode
- Company name
- Company number, or
- Contact, last name.

New and improved Settings and maintenance

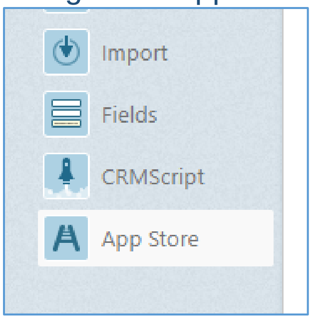
Quote/Sync – Set ERP connections to inactive (8.4 R02)



If one of the ERP connections you have added no longer work, it's possible to set this connection to Inactive. You do this by unchecking the Active field.

By setting an ERP connection to inactive, you won't stop the sync or prompt extra error messages.

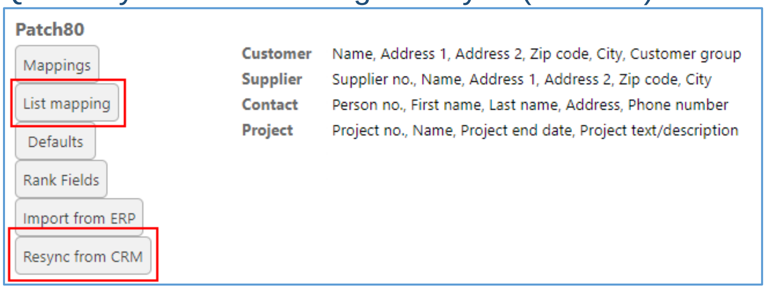
Navigator – App Store button (8.4 R02)



In the navigator, a new button is added for App Store. This button will open the App Store where you can explore standard apps, modules and integrations that can expand your SuperOffice CRM Online solution. https://online.superoffice.com/appstore

Our App Store is only for SuperOffice CRM Online users.

Quote/Sync – New settings on Sync (8.4 R03)

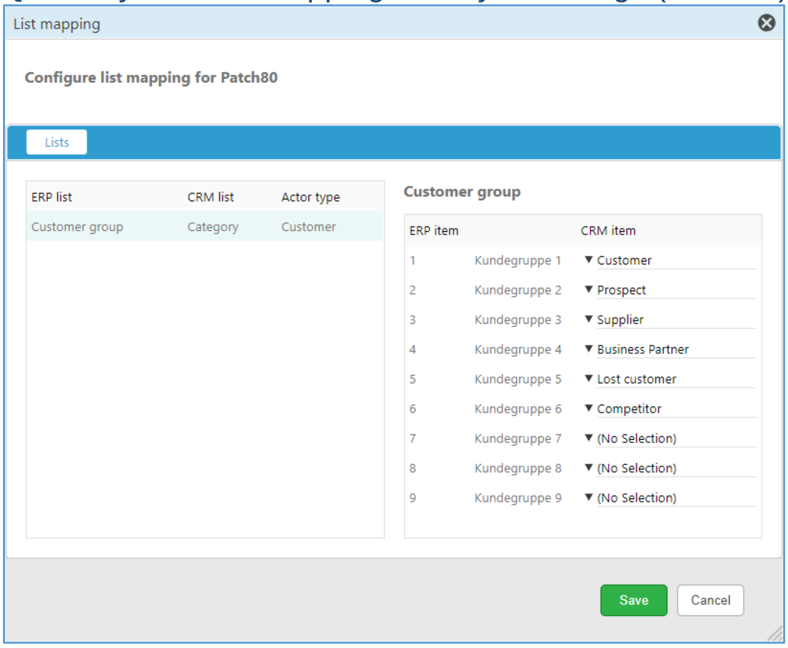


There are two new options in the ERP connection:

- List mapping; and
- Resync from CRM.

See below for more explanations.

Quote/Sync – List mappings for Sync settings (8.4 R03)

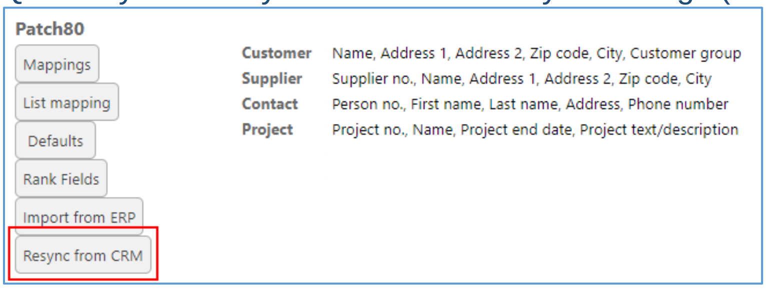


When you click on **List mapping** the **List mappings** dialog will open.

In this dialog, you can link values in the ERP list with a Customer group and the CRM list Category. The settings will, of course, be different for particular ERP systems.

You can link the different fields with correct info in SuperOffice CRM and save the changes.

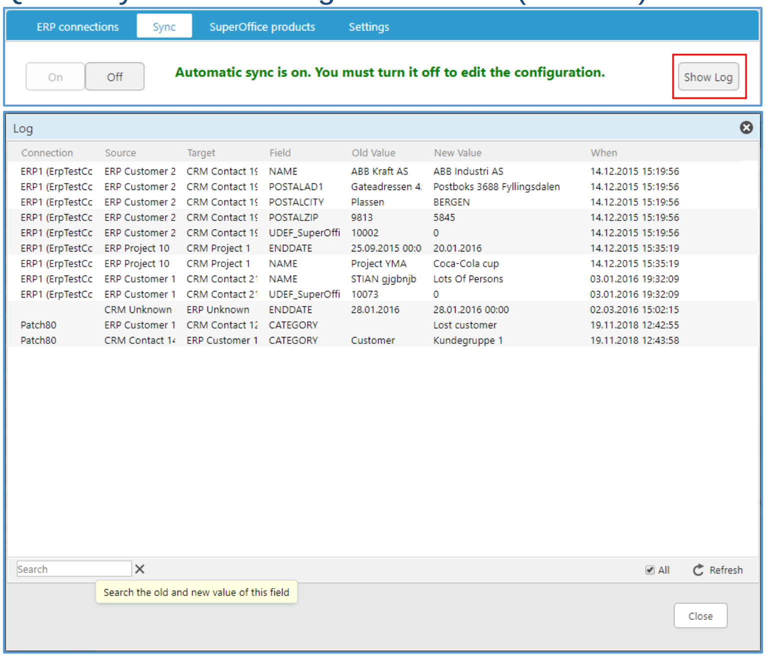
Quote/Sync – Resync from CRM for Sync settings (8.4 R03)



To resync the CRM data to your ERP system, click the button **Resync from CRM**.
You should click the sync button when you know that the data in SuperOffice CRM is most accurate.

When the Sync functionality is switched ON, the fields will be automatically synced between the ERP system and the SuperOffice CRM client.

Quote/Sync – Show log with search (8.4 R03)

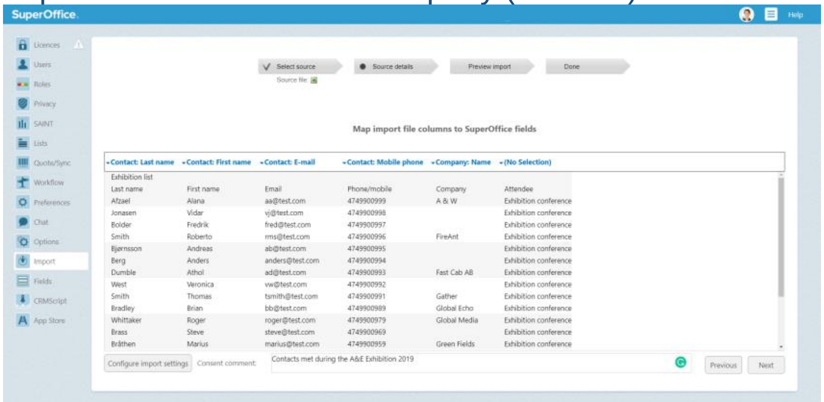


When you want to see the log of the information that is synced, then click the **Show log** button.

In the columns Old and New value you can **search** for specific text.

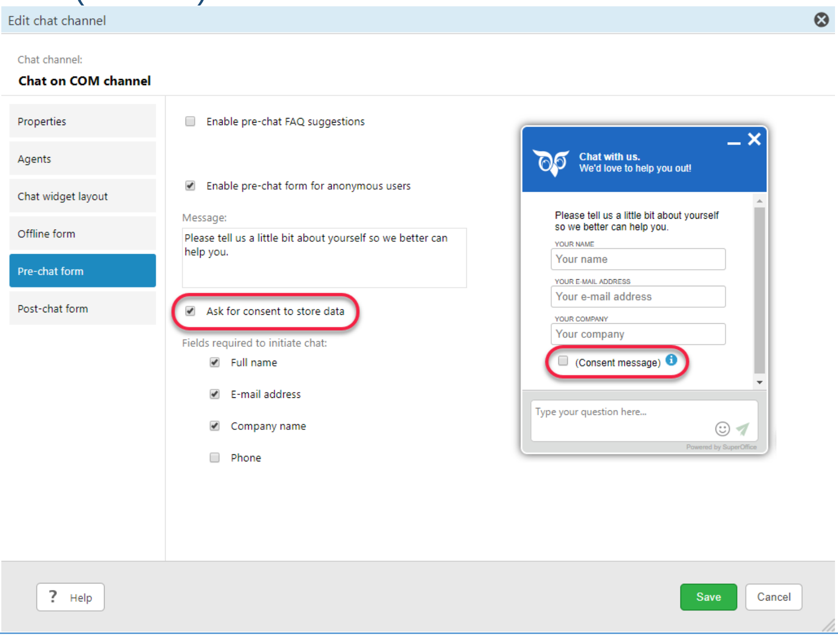
This is very convenient when you know the old value but not the new value. You'll be able to see what and when it was synced. From which **Source** and the **Target** place it was saved.

Import – Persons without company (8.4 R05)



Import of persons not connected to a company is now supported.

Chat – Get consent to Sales and Service (store) in pre-chat form (8.4 R05)

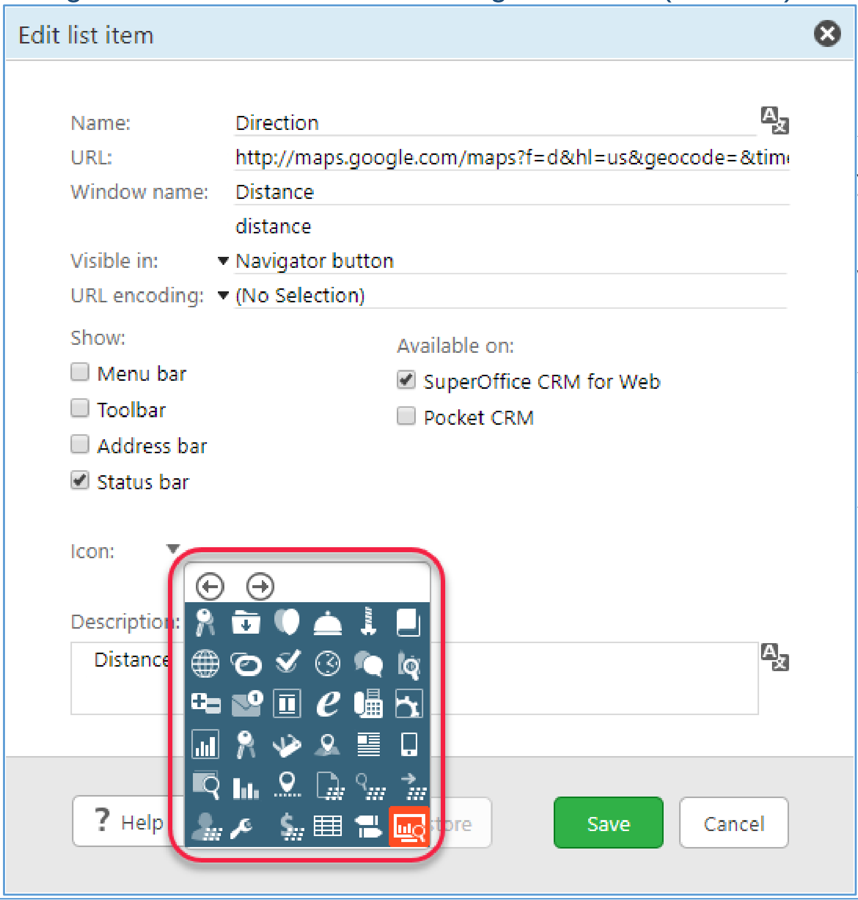


You can ask for a person's consent in the pre-chat form on your website.

By selecting the field **Ask for consent to store data**, everybody that opens your pre-chat form has the option to give you their consent to save their personal data.

Once you activate this option, you will see that the consent field is automatically added to the form preview image.
The text in this "consent message" is the "external privacy statement" you have defined in the Privacy settings.

Navigation – New icons in the navigator menu (8.4 R07)



For years you've been able to access external websites from inside SuperOffice CRM using a Web panel.

You can create an extra button linking your Web panel to your Navigator menu.

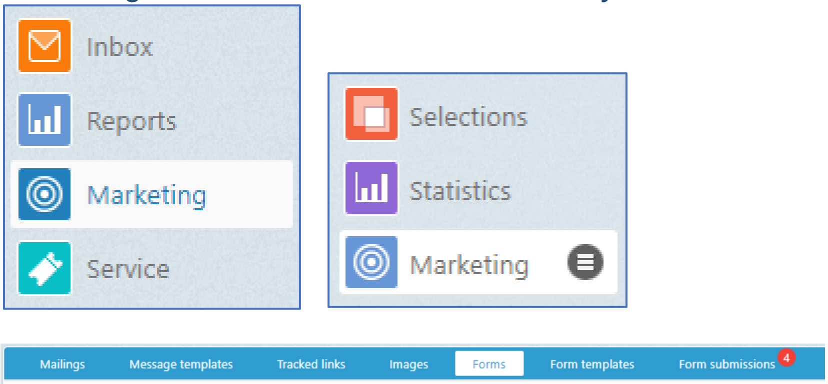
We've added 40 new icons that you can use in the Navigator menu.

You can choose the icon that is most relevant for the Web panel you're using.

You find these icons in **Settings and Maintenance**, from **Lists** and the list named **GUI-Web panel**.

New and improved Marketing

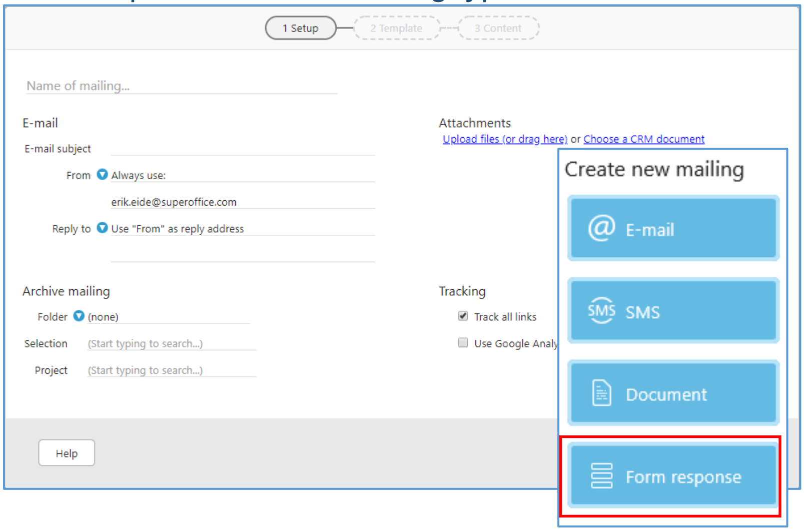
Marketing – new name – same functionality



Since the introduction of **Forms**, the name Mailing was no longer a good name for the navigator and main panel.

This is why we changed it to Marketing. This way it is also more in sync with the Marketing user plan. Marketing contains both Mailings, Message templates, Forms and Form submissions.

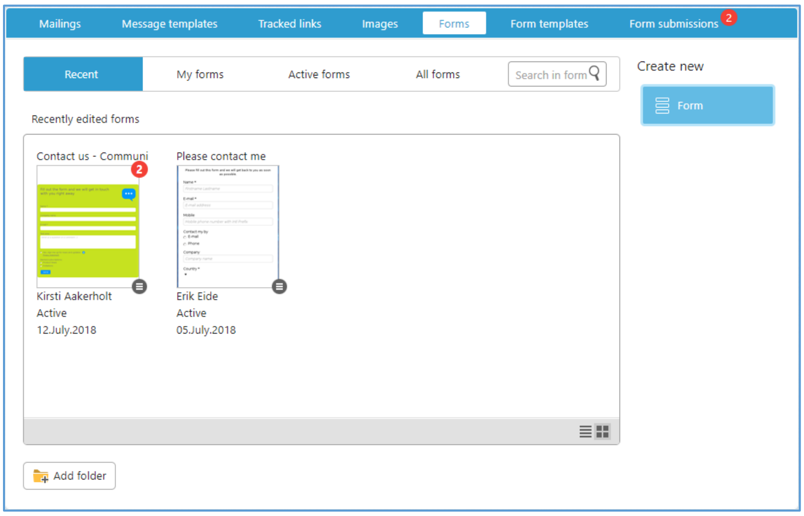
Form response – a new mailing type for forms

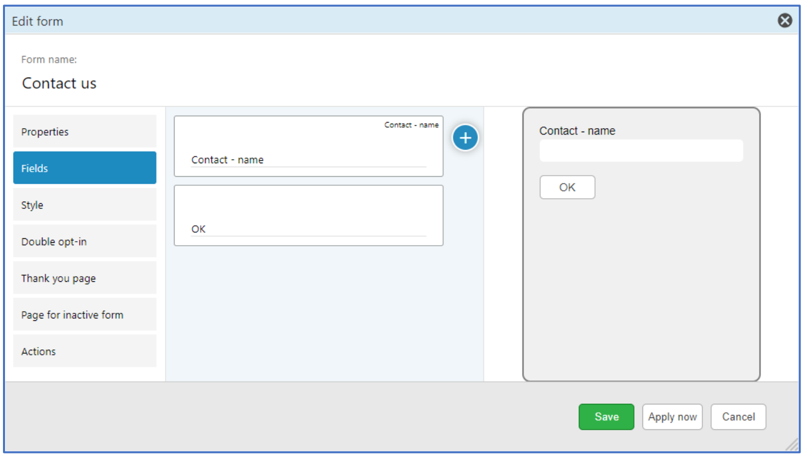


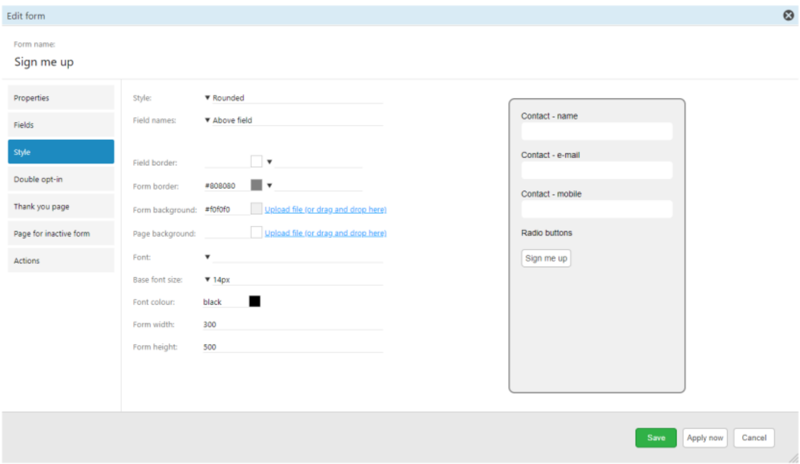
We've introduced a new **mailing type** called **Form response**. This mailing type has fewer possibilities than the normal E-mail mailing type.

You have the **Setup** tab, the **Template** tab and the **Content** tab. Because this type of mailing is sent when a form is submitted, it does not include the Recipients tab or the Confirm tab.

Forms – Create form



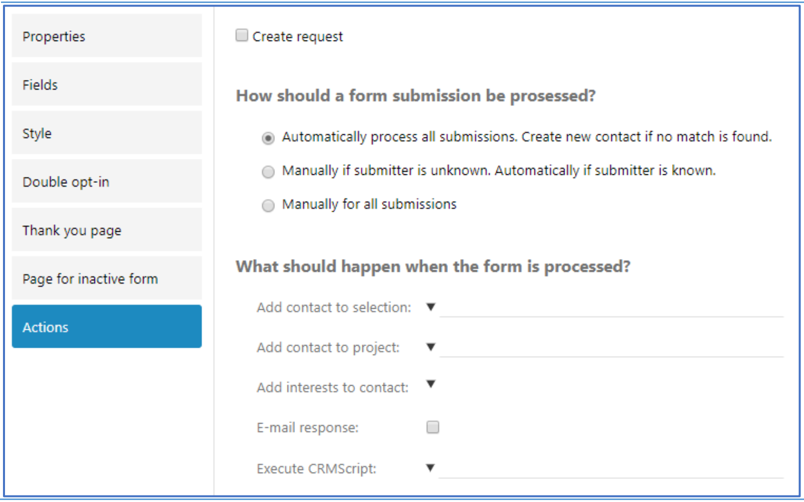




In the **Form** tab, there is an overview of existing forms. And to **create** a new form you click the **Form** button.

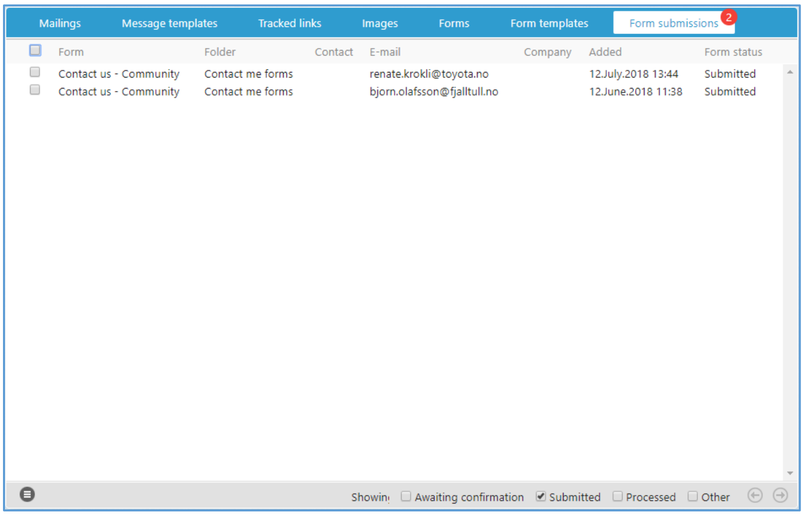
When you create a new form, there are 7 different steps to go through:

- **Properties**: Here you select the folder to save the form, the language of the lists, who will manage the form submission by user group, the deactivation date or the max number of submissions, and the Google Analytics settings
- **Fields**: Add the fields you want the form to contain. You can choose between SuperOffice elements, Form elements and View elements
- **Style**: When you want to change the way your form looks, you can change it here. You can select whether your form should have rounded corners, the name placement, field border, form border, form and page background, font-family, base font-size, form width and the height.
- **Double opt-in**: If selected, you can set up an e-mail that will be sent to the contact when a form is submitted. You can use this feature to be 100% sure that the contact who submits the form owns the e-mail address they added.
- **Thank you page**: You can thank people who submit a form by either redirecting them to an external website or show a message on the form submission page.
- **Page for inactive form**: When your form has reached the maximum number of submissions or the date to deactivate the form, you can redirect people who want to submit a from to either an external website or you can add a message that be visible inside your form.
- **Actions**: Once the form is submitted, you have a number of follow up actions. You can



create a request, for example. New contacts can be created automatically, manually only if the submitter is unknown or always manually. In addition you can set up the actions that should happen when the form is processed. You can add contacts to selection, project or add an interest, send an e-mail, or execute a CRMScript.

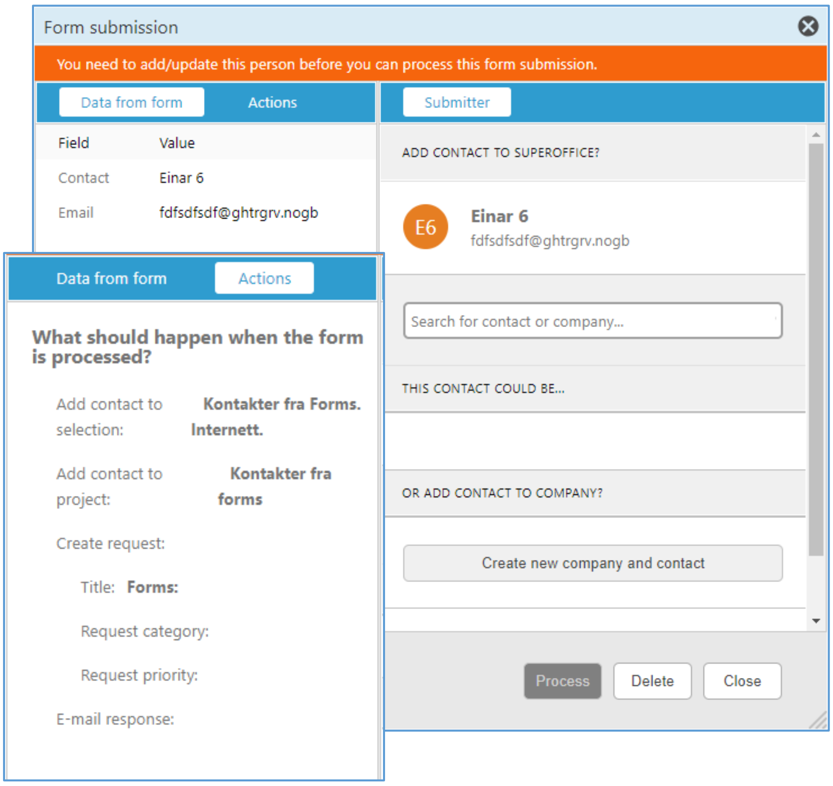
Form submissions



For all users, a new tab has been added in **Marketing: Form submissions.**

Depending on the user group set up on the form, a notification appears with the number of form submission in the top right corner of the tab.

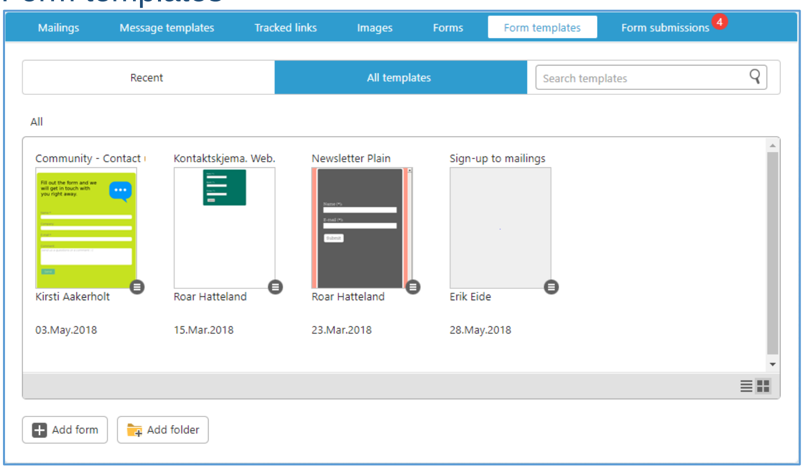
Whether the notification comes up also depends how form submissions should be processed. If you've put **Automatically process all submissions**, notifications will not appear. If you've selected one of the **Manually** ones, you will see a notification for all submitted forms that need to be processed.



To process the contacts who submitted a form, simply double-click to open the dialog. On the **Submitter** tab, on the right-hand side, find and link your contact to the correct person in SuperOffice, and then Click on the Process button.
You can click on the **Actions** tab, on the left-hand side, if you've forgotten what action should happen once the form is processed.

At the bottom of the Form submission tab you'll find different **filters** to hide or show different form statuses. These filters make it easy to see all form submissions with different form statuses.

Form templates

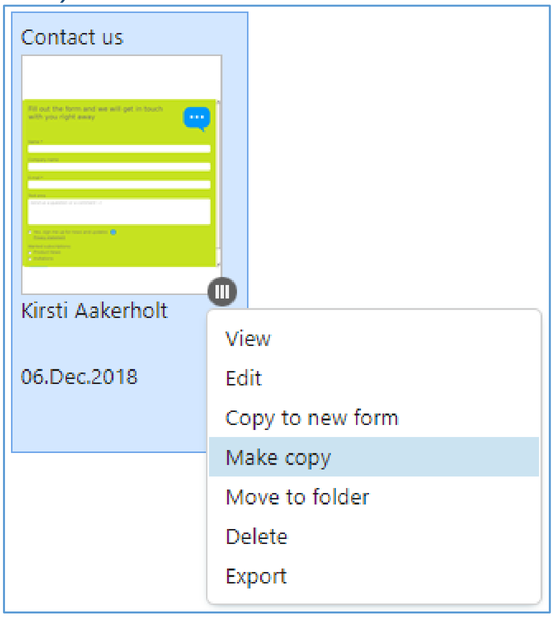


If you have web forms you re-use with a specific styling, look and feel or field setup, it is very useful to turn it into a **form template**.

You can create a form template from an existing form. Click the **Action** button on the form and select **Copy to template**.

To use the form template, simply click the **Action** button on the form template and select **Copy to new form**.

Form templates – Copy a template to a new template (8.4 R04)

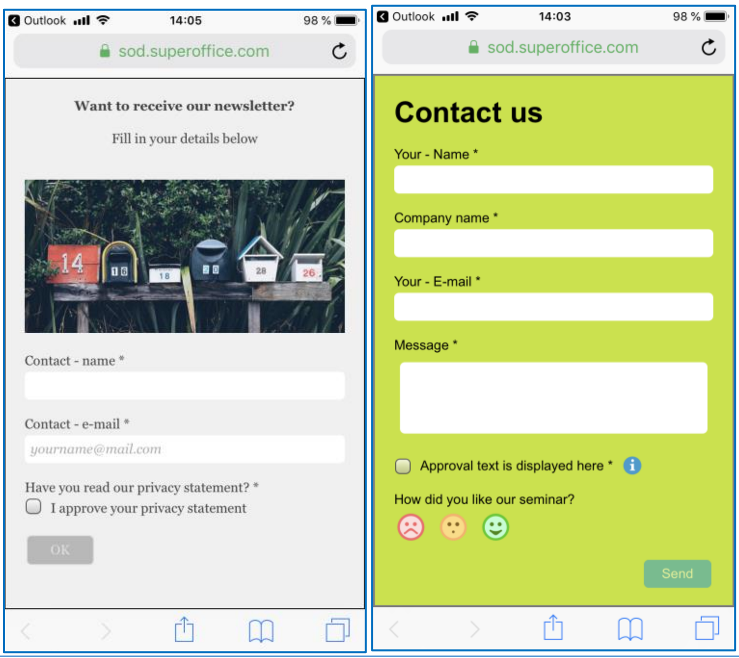


You can copy an existing form template to create a new **form template**.

Click on the **Context menu** button and select **Make copy** to make a copy of the form template.

When you have a good form template, you can easily make a second slightly different version of the same template.
Instead of creating the form from scratch, you can simply copy the one you want to use and you're your changes.

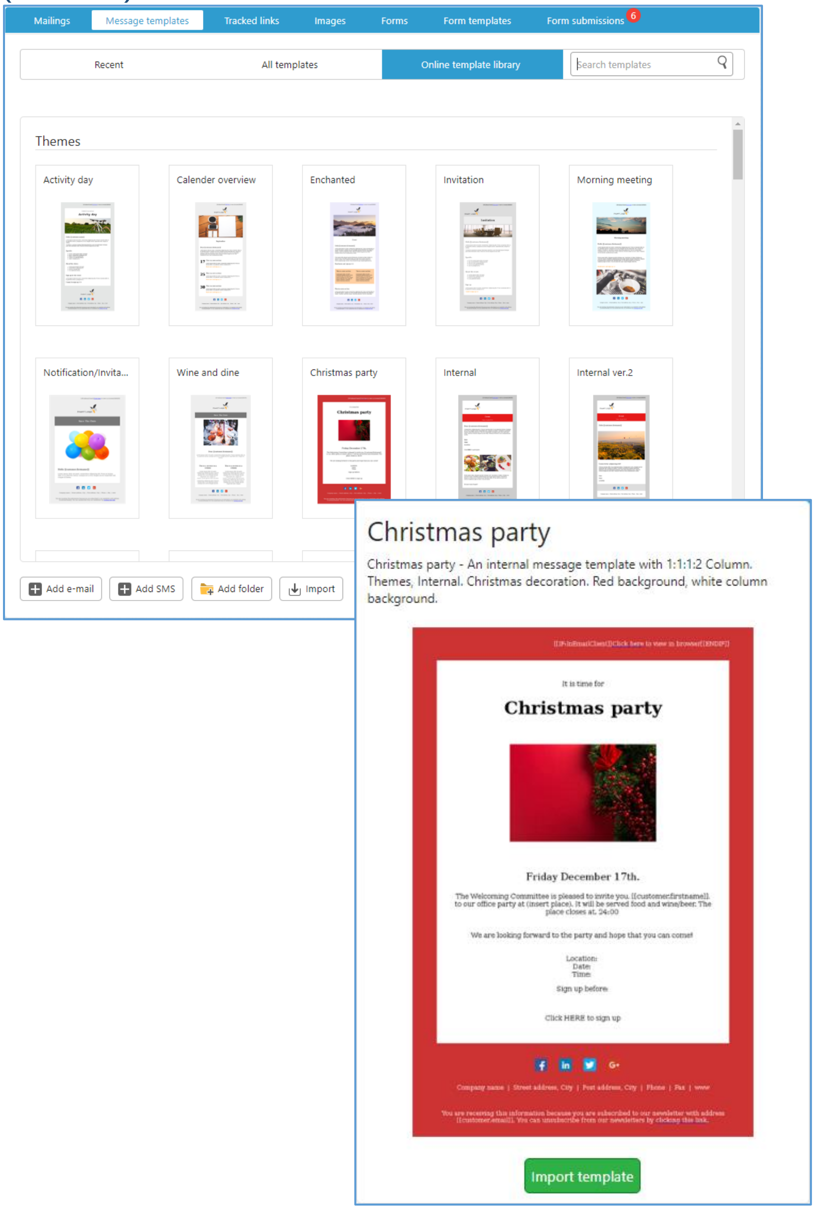
Forms – More responsive on mobile devices (8.4 R08)



We've improved the responsiveness for web forms, so they appear better when viewed on smaller devices like a mobile phone.

The form will automatically adjust to fit the screen on a smaller device, even if you have defined the width of the form in your set-up.

Marketing – Online template library for Message templates (8.4 R05)



Inside the **Marketing** module, we've added 90 online message templates.

When you go to **Message templates**, you will see an extra tab for **Online template library**.

You can open the message template you like by clicking on it. To download this template, click on the **Import template** button. The message template is now available from your Message templates archive. You can start editing the template right away.

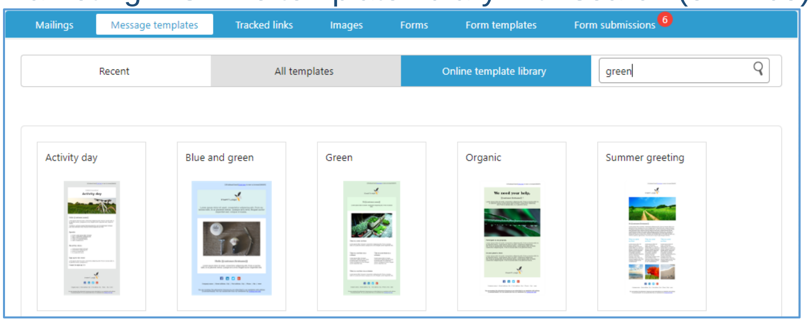
All the templates in the Online library are grouped by **Themes** and **Layouts**.

- The **Themes** templates are more glossy, with different background colors and images.
- The **Layouts** are templates with different setups, where the name explains how many columns and rows that are added to the template.

We have created 90 new templates you can download and use as a starting point or inspiration for your mailings.

All images that are used in the online templates are free images from databases based on **Creative Commons – CC0 1.0 Universal – Public Domain Dedication**.

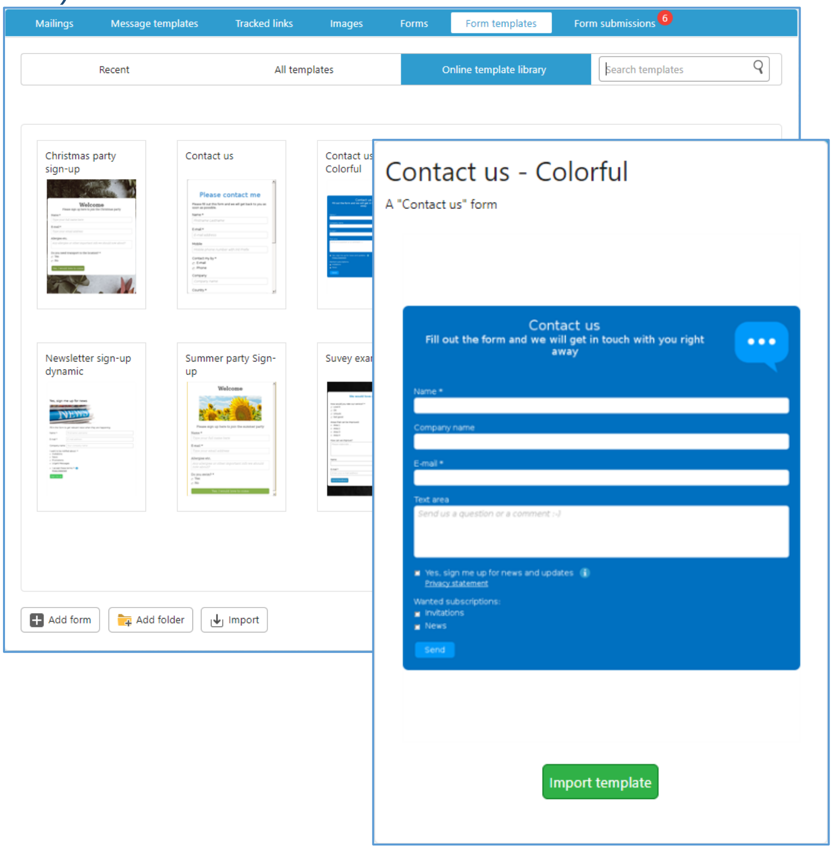
Marketing – Online template library with search (8.4 R05)



To find your favourite template, you can **search** for words from the template title or the description.

We have added a description that explains the colors on the template, the images and the theme type. This way you can easily search through all 90 **Message templates** in the **Online template library**.

Marketing – Online template library for Form templates (8.4 R05)



In addition to Online Message templates, we've also added a number of **Online Form templates**.

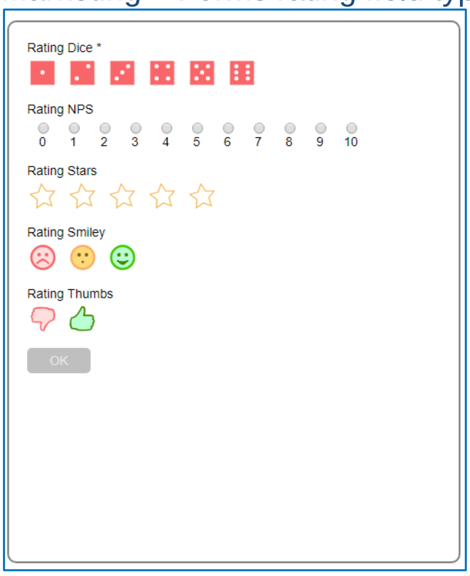
When you go to the **Form templates** tab, you will see a new tab called the **Online template library**.

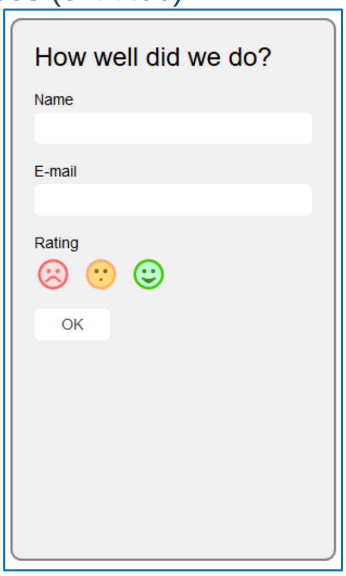
You can open the form template you like by clicking on it. To download this template, click on the **Import template** button. The form template is now available from your Message templates archive. You can start editing the template right away.

You can filter the different form templates by **form name** and **description,** by using the **search** field.

Additional templates will be added in the **Online template library** over time

Marketing – Forms rating field types (8.4 R06)



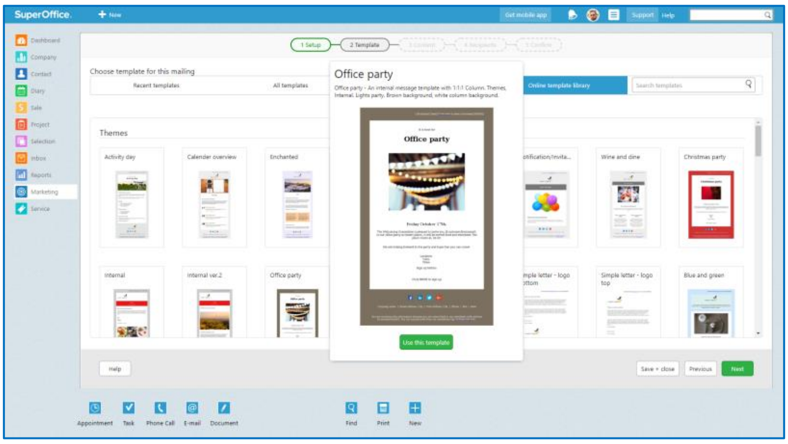


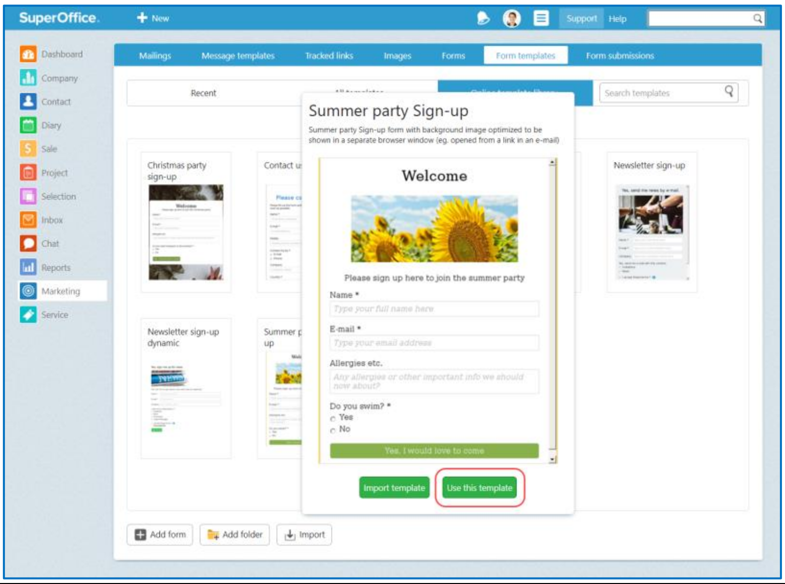
Adding rating fields in a web form in the shape of dice, stars, number scales, thumbs or smileys is a fun and easy way to get instant feedback and to know what your customers think about your products, services or offers.

You can choose from 5 different rating field types.

The result of people's voting is automatically calculated and presented to you in a graph for easy use.

Marketing – Instant use of message templates and form templates (8.4 R08)





You don't have to find the message template you want to use, import and save it upfront if you don't want to. The online message templates are now available for you to use even after you have started to create your mailing.

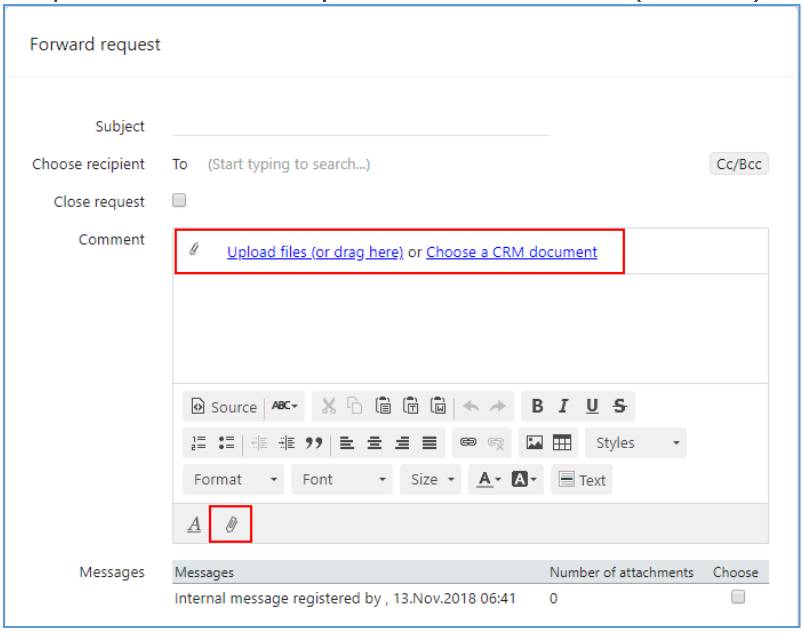
Imagine that you are creating a new mailing; and it's time to choose and add your mailing **Template**. You'll can now choose from all your templates, including those available in the **Online template library**.

Click on the template you want to use, then click **Use this template**.

Next, you can continue your mailing by adding your content, choosing recipients and sending your mailing as normal.

The **forms templates** are also instantly available, however, here you need to begin creating a new form by choosing your form template and then click **Use this template** to continue creating your new form.

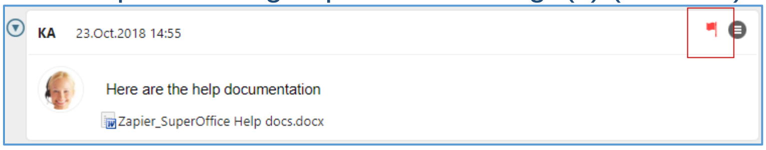
Request – Forward request with attachment (8.4 R02)

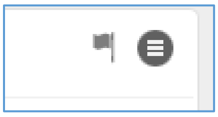


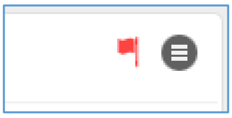
When you **forward** a request, you have the possibility to **add files** to the request. You can **Upload files** saved on your computer or you can **Choose a CRM** document.

This will give you more control and flexibility of what files to attach to a request.

Edit Request – Flag important message(s) (8.4 R03)



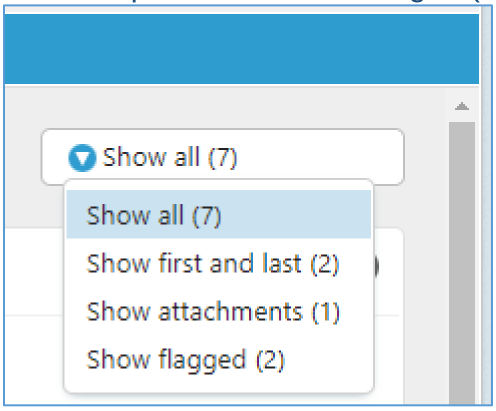




You can now flag requests as **important** but switching the **flag** on the request in the top right corner. On the left side of the actions menu.

You can use this flag to make your message stand out more when you are scrolling through your messages. The **flag** will have be red when it's turned on.

View Request – Filter messages (8.4 R03)



You can now **filter** the message on a request.

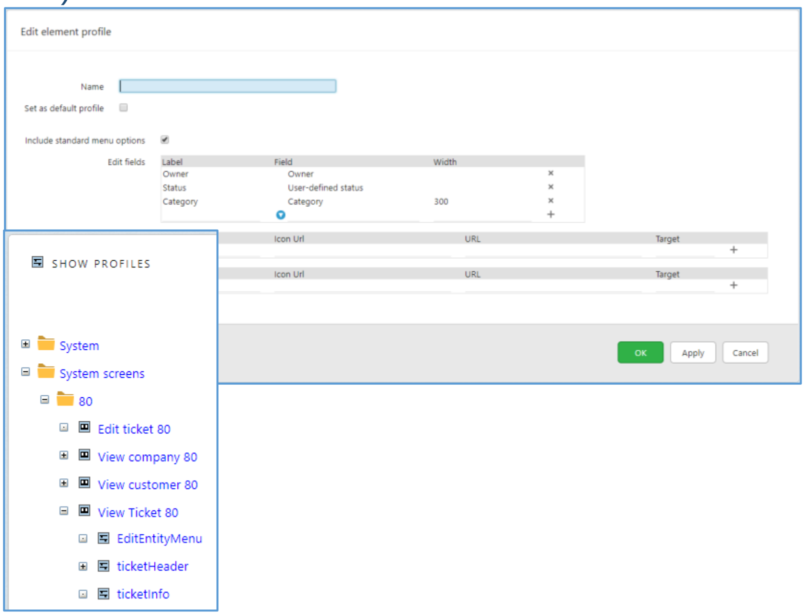
When you **view a request**, you can choose whether you want to see:

- All message. Click **Show all**
- Only the first and last message. Click **Show first and last**
- Only the messages with attachments. Click **Show attachments**
- All flagged messages. Click **Show flagged**

The number behind the filter name indicates how many messages the filter will show.

You can find the filter field in the bottom right-corner of the Messages tab.

Show Profiles – Add new screen preview to a profile (8.4 R03)

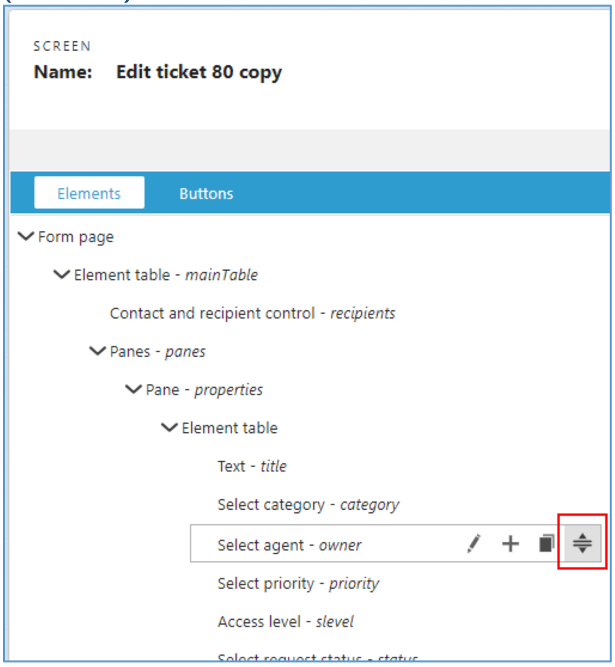


You can use **Profiles** to change which **quick edit fields** are available when viewing requests or persons, for example.

It is possible to drag and drop the different fields to change the order in which they are shown. You can also remove fields that are not important for you from the standard view.

This also applies for all other views in the **Show profile** screen, so it is possible to change your default profile view.
When you upgrade your installation, your profile screen will be available how you saved it.

System design – Copy screens and change rank on fields (8.4 R04)

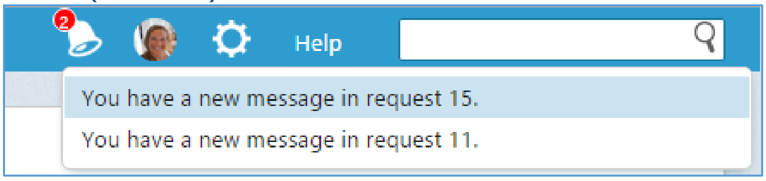


You can copy and change the order in which screens are show, from the Screens dialog.

The **rank** button can be used to change the rank of the different fields in the different panels of the screen. Just **drag and drop** the field to where you want to show it.

To change the a field name and other simple values, you can click the **Edit** button.

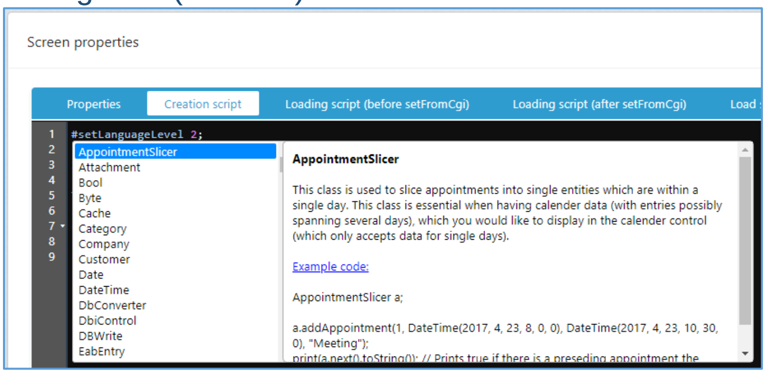
Request – Notification of request created with chat, form or inbox (8.4 R04)



When you create a request from using a **Form**, **Chat** or the **Inbox**, SuperOffice Service will follow the user’s **notification** settings, and send a notification the way it’s configured to do so.

This way you don’t have to manually check if a new request is created and assign to you.

System settings – Edit screens – CRM Script with Intelligence (8.4 R04)

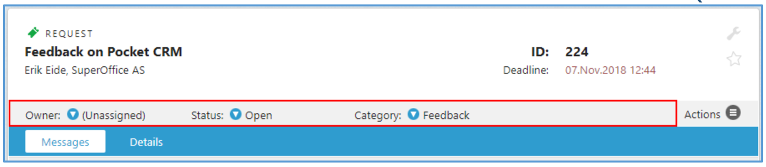


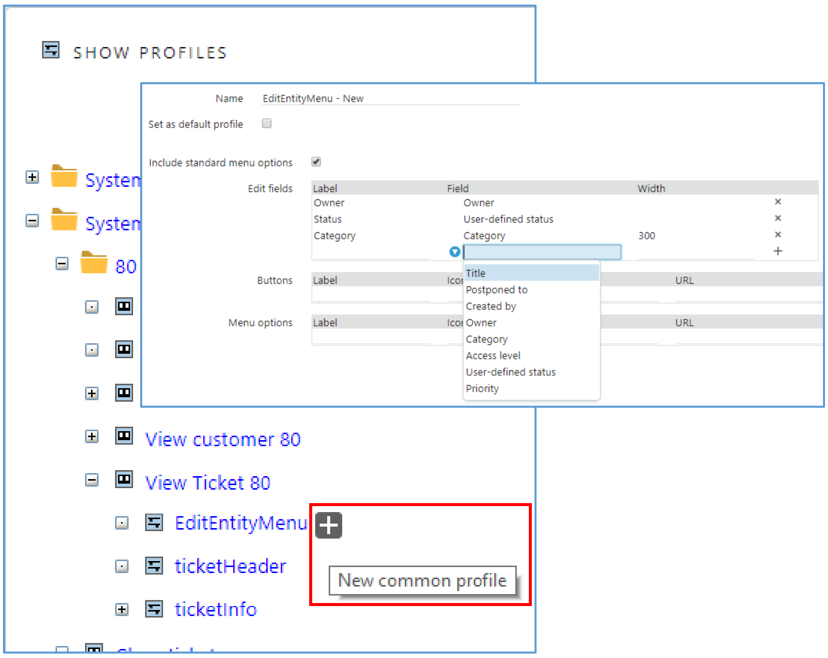
If you want to Edit screens in SuperOffice Service, you can get extra help from the **intelligence** function on all tabs.

To open the intelligence function you press **Ctrl+Space** at the same time. In the menu that appears enter intelligence and click on the option that is shown.

The Intelligence function helps you write better scripts in the **CRM Script** for the **Screen properties.**

Profiles – Edit the visible fields in the card footer (8.4 R04)





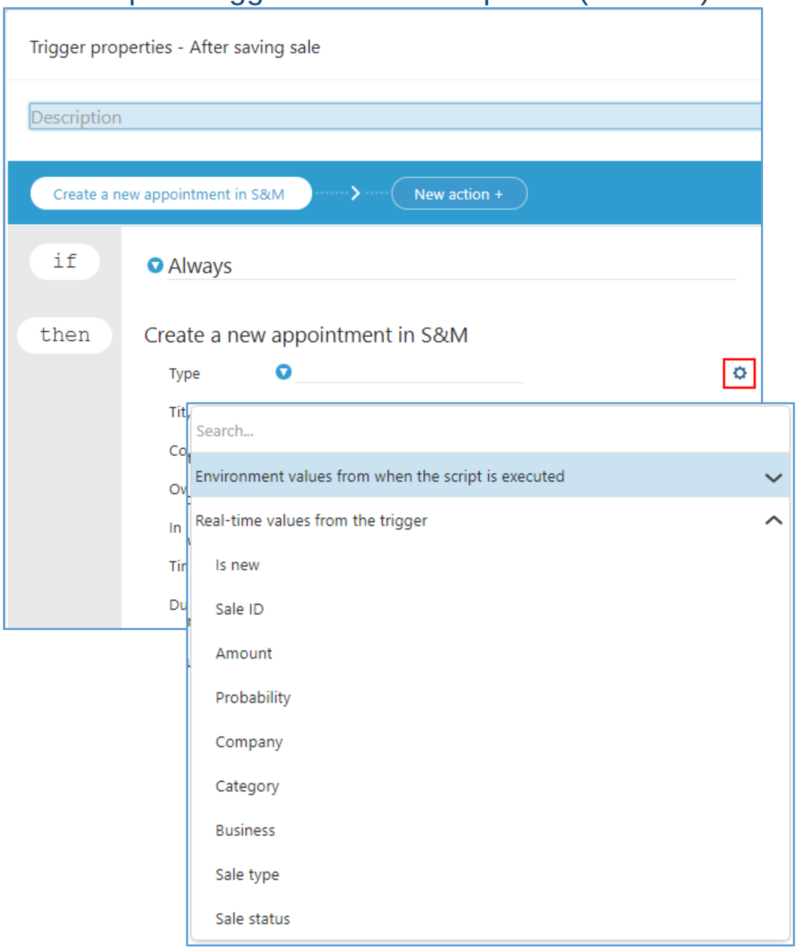
When you want to have easy access to the fields you use the most or that are the most important to you can add them to the request footer card.

You can add and change all the different fields in the **card footer**.

For example, you can copy the screen **Edit entity menu** under **View Request.** Here, you can change the rank of the fields and the fields that are visible in the footer of the Request card.

You have the option to add extra fields or select standard fields that are important to your users. When you change the fields, the information available is more in tune with needs of the different users and user groups. Easy access to the most used fields.

CRMScript – Triggers with more options (8.4 R04)

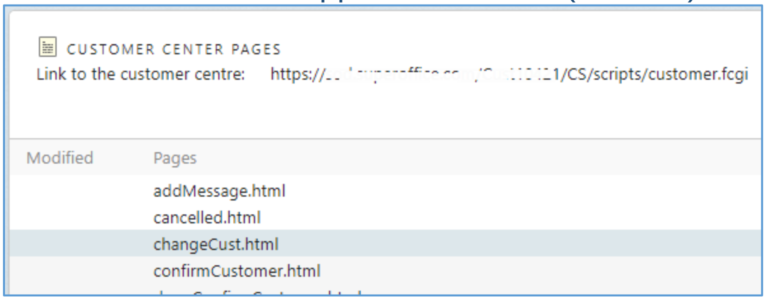


On **CRMScript** and **Triggers**, you can select the properties on the field and select from:

- Environment values from when the script is executed
- Real-time values from the trigger

This makes it quicker to work with and easier to get it right.

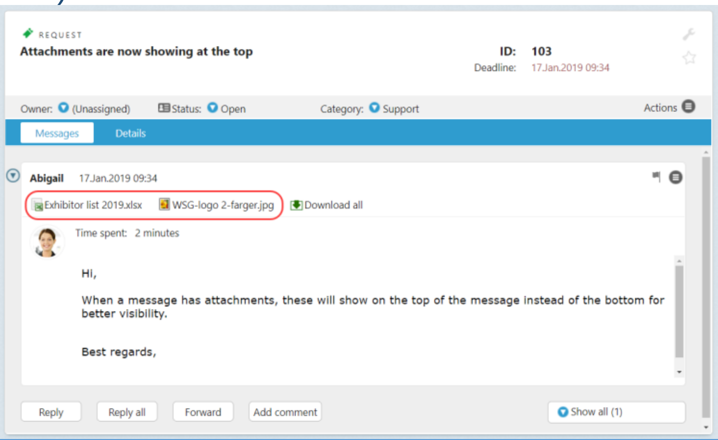
Customer Center – Support for cookies (8.4 R04)



In the **Customer Center** pages, there is support for **cookies**.

This enables you to choose between storing the session id in a cookie, or in the URLs (default behaviour).

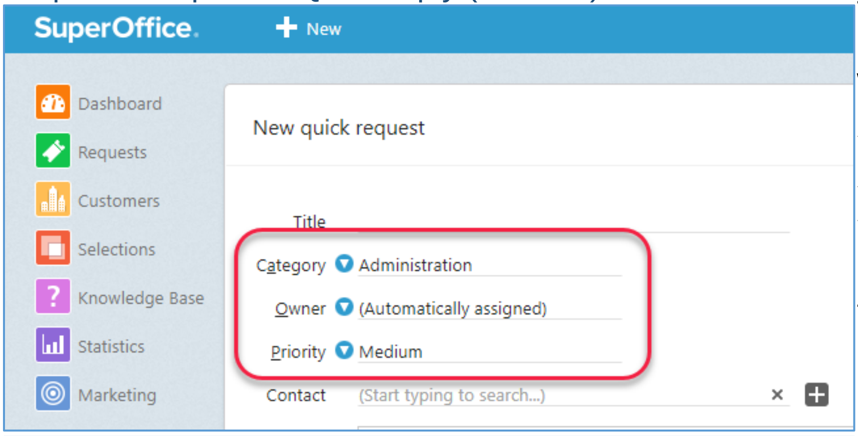
Request – Attachments moved to the message header (8.5 R05)

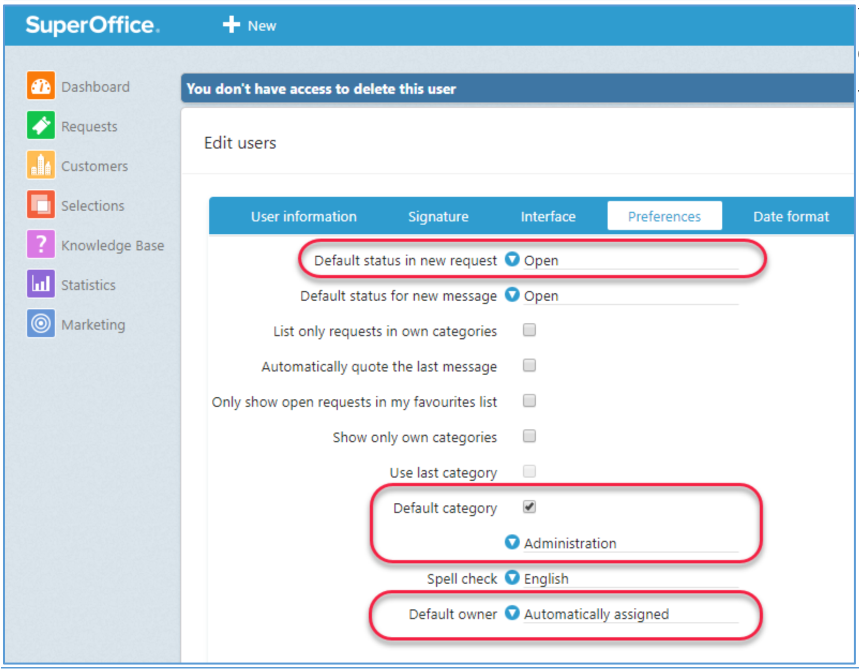


When a **Request** has attachments, these will now appear in the message header instead of the footer.

This small change contributes towards a faster and easier handling of requests with attachments.

Request – Improved Quick reply (8.4 R07)





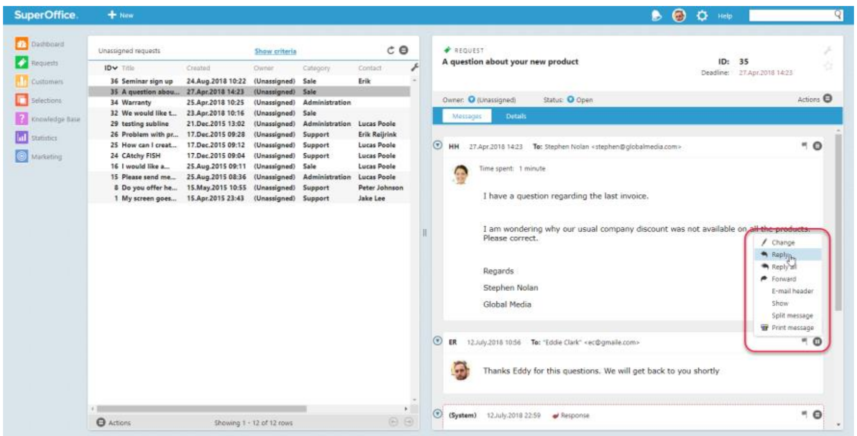
The Quick reply feature has been improved to help speed up your work even more.

You can pre-set which owner, status and category the request should get, when you use the quick reply feature.

This way these fields are already added and all you have to do is to add the message to the customer.

You can add your preferred owner, status and category in the **Settings** menu, in the **Preferences** tab.

Request – Reply or forward single messages in a request (8.4 R07)



In SuperOffice Service, you can forward, respond and comment on individual messages in a request.

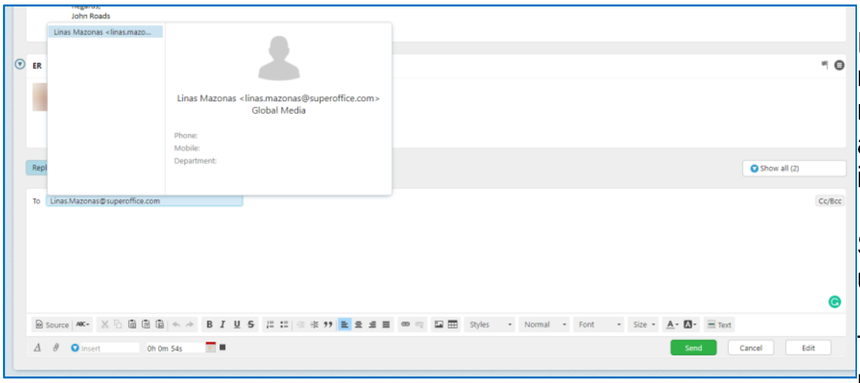
This makes it easier for you to share and discuss specific information with people other than your customer.

You can email back and forth with people from inside and outside your company to help your customer.

All messages and replies are saved chronologically and you only share the information you want to share with your customer.

This allows the exchange of information to be more effective and targeted.

Request – Copy and paste multiple email addresses (8.4 R08)



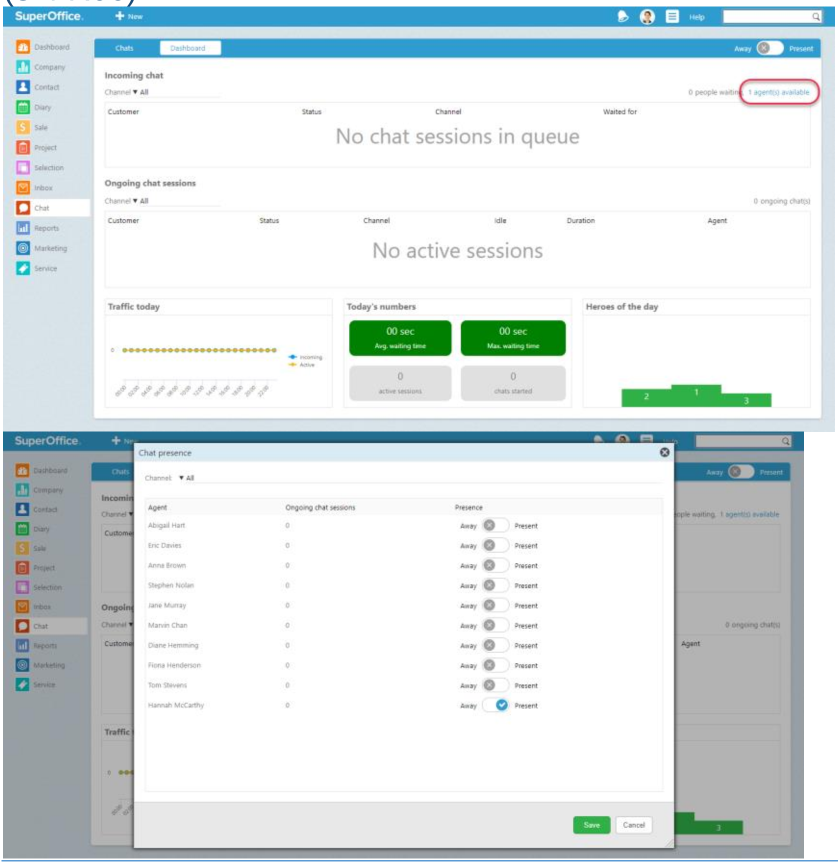
You don’t have to manually type in all email addresses anymore.

Instead, you are able to add multiple recipients to a reply message in your request by copy and pasting their email addresses in the **respond to** field.

SuperOffice will automatically split up them up in multiple recipients.

This will save you time and give a more seamless user experience as you are replying to a message.

Chat – Admins can change the presence of Service agents (8.4 R06)



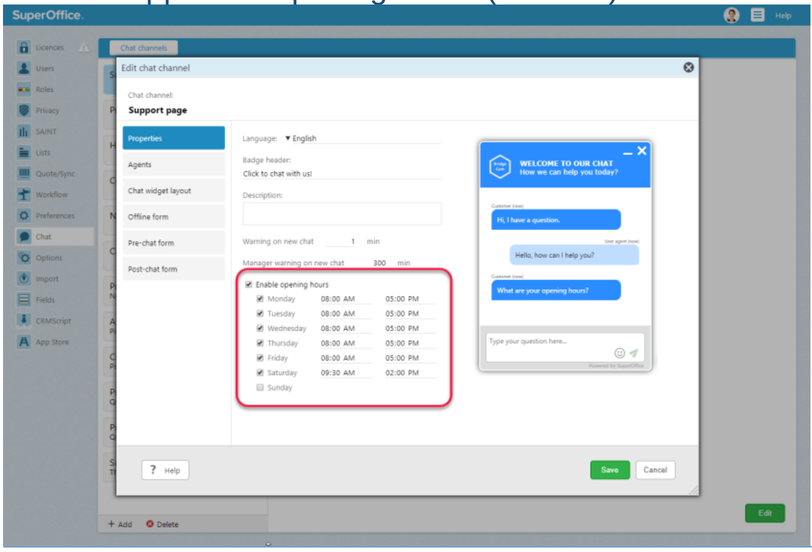
Administrators can now see which agents are available on your chat channels.

In addition, they can change the status from Present to Away for agents who forgot to change their status before they closed down SuperOffice CRM or Service.

When a chat agents forgets to change his status to Away, the chat widget will continue to be available. This means your customers can still start a chat conversation while there’s nobody available to answer it.

With this new feature, your administrator can easily prevent this from happening.
You can also prevent this situation by setting up your opening hours on each chat channel.

Chat – Support for opening hours (8.4 R06)

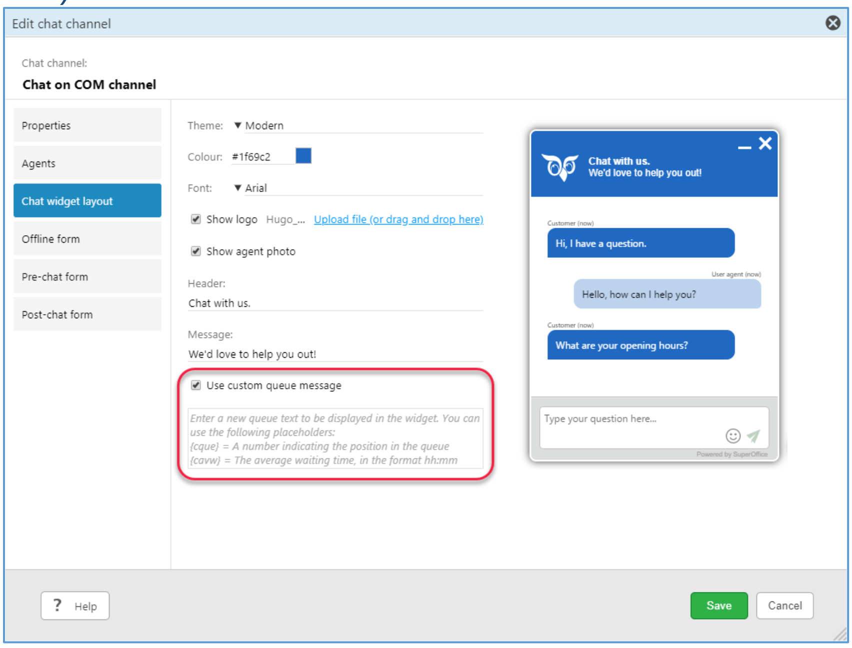


You can set up your opening hours for all your chat channels.

With this new feature your customers can only start a new chat when you are open for business.

Outside of your opening hours your customers will see the offline form. They can use this form to create a service request.

Chat – Add a customized message for waiting agents (8.4 R07)



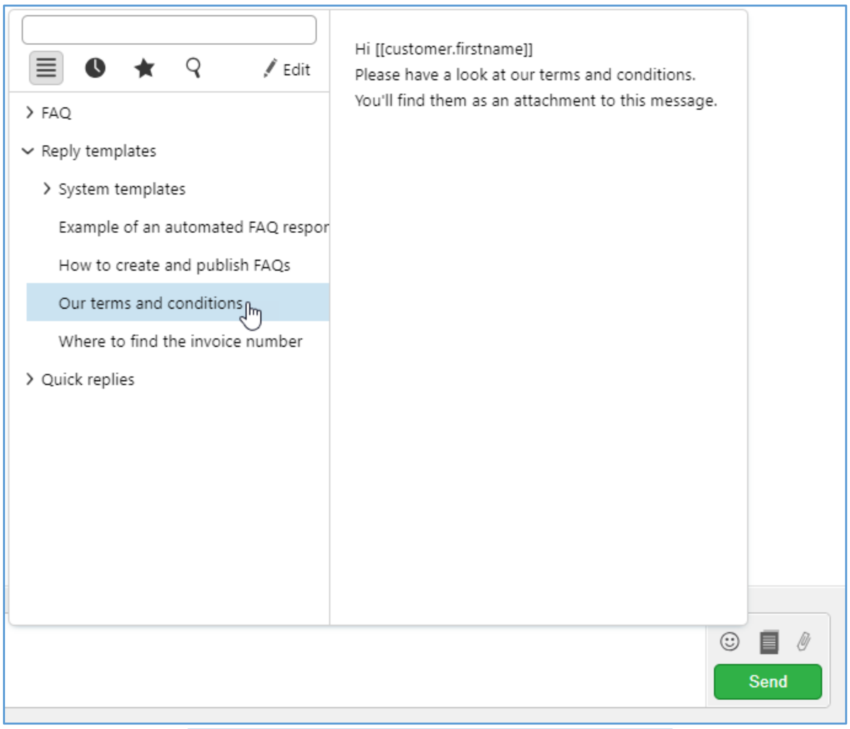
Every company communicates with their customers in their own way.

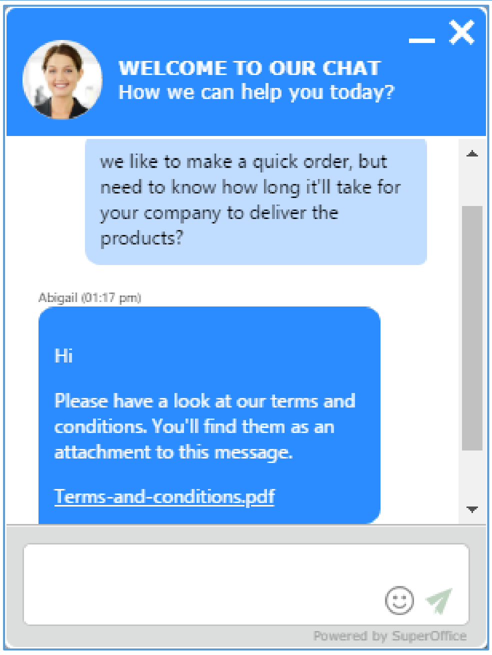
This is why a custom queue message is available in your chat widget.

The message you add here, will be visible while the customer is waiting for an agent to answer their question.

You can set up your custom message in **Settings and Maintenance,** in the **Chat** screen. Just choose a **Chat channel**, then **Edit** and go to the **Chat widget layout** tab. Here you can select **Use customer queue message** to add your text.

Chat – Use reply templates including attachments (8.4 R07)





When a website visitor starts a chat with your company, you can answer their questions using reply templates.

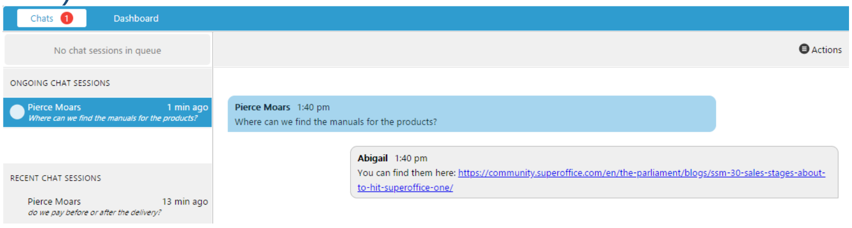
You can respond to a person's question faster with reply templates, FAQs or quick replies.

These quick responses can contain both links and attachments.

Find and select the reply template you wish to use and add it to the chat by clicking the Send button.

Using these quick reply options will speed up your work and will give your website visitors the information they need faster.

Chat – Use clickable links in your chat conversation (8.4 R07)

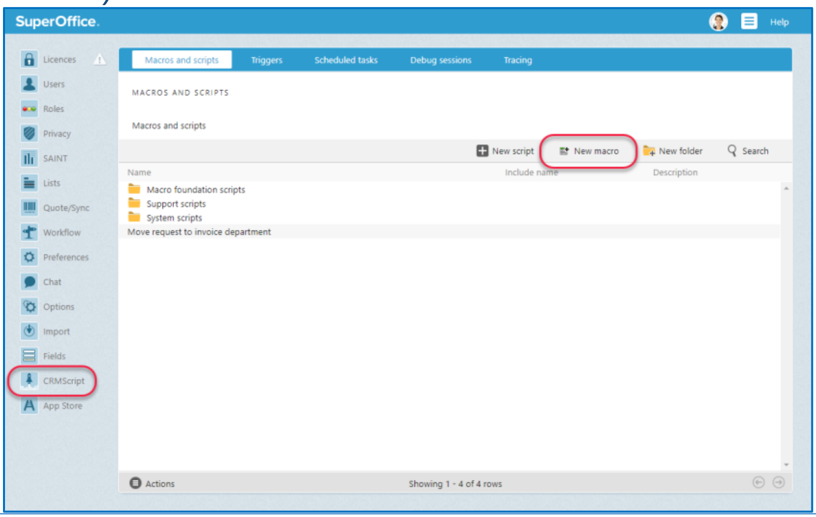


A quick way to guide website visitors to the information they are looking for is by sending them a link.

Instead of typing out the information in the chat, you can send your customer the link to the webpage containing the information they are looking for.

The visitor on the other side can then click the link to find the information they need.

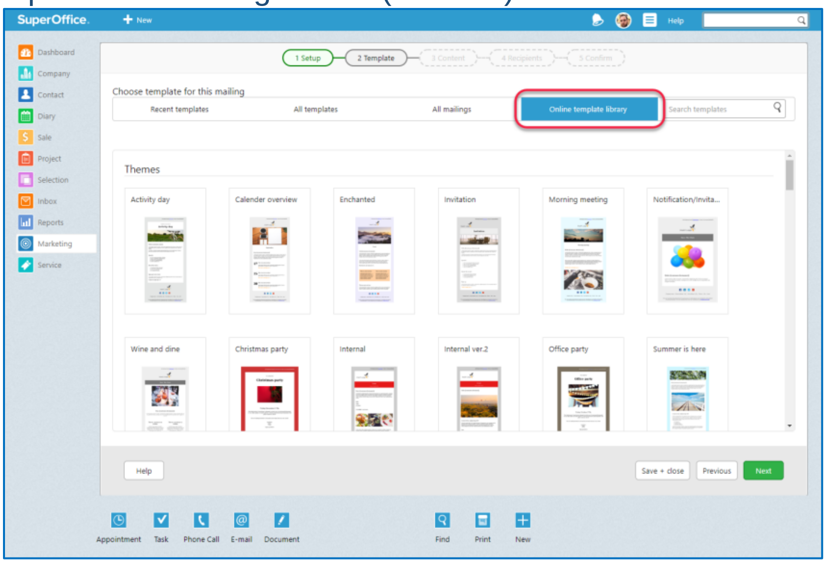
SuperMacro – SuperMacro is available for all installations (8.4 R06)



SuperMacros are now available for all installations and all user plans.

Before you needed to buy Expander Services to be able to use SuperMacros. This is no longer necessary.

Mailings - The Online template library is now available in step 2 of the Mailing wizard (8.4 R06)

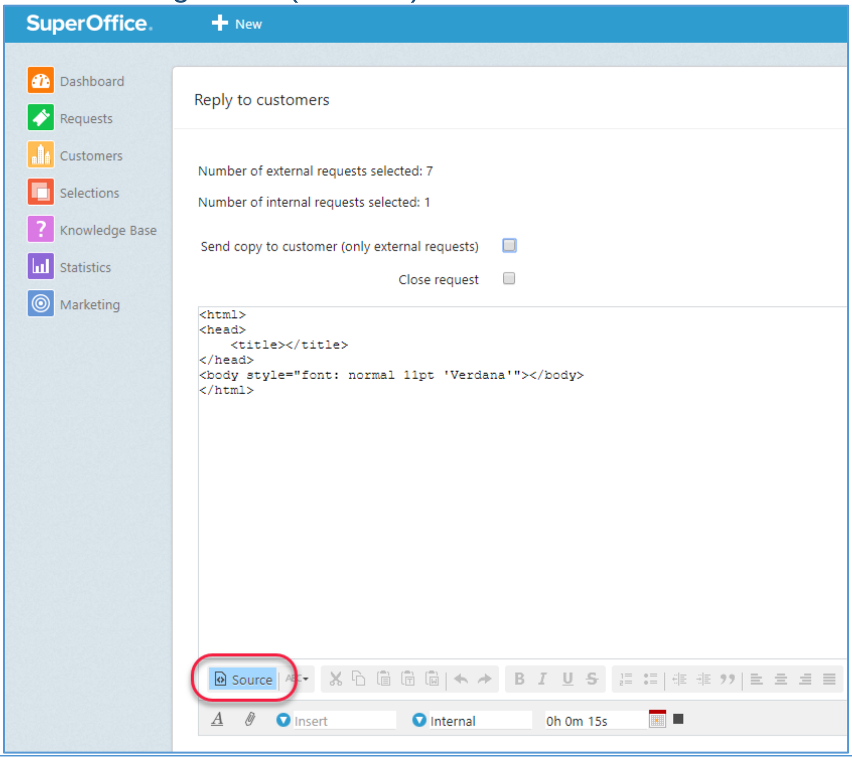


You don't have to download your mailing template before creating a new mailing. You can now download it while you're creating your mailing.

When you create a new mailing you have to follow the 5 steps of the Mailing wizard. In step 2, called Template, you can now choose any of the more than 90 templates available inside the Online template library.

You can use the template as they are, or you can use it as inspiration to create your own.

Batch Management – Reply to customers using HTML with Batch Management (8.4 R07)



When you want to send a Reply to a group of customers you can use Batch management.

Batch management allows you to use HTML to create your email reply and you can add screenshots or other images.

The overall user experience of sending a message to a group of contacts using Batch management has been improved.

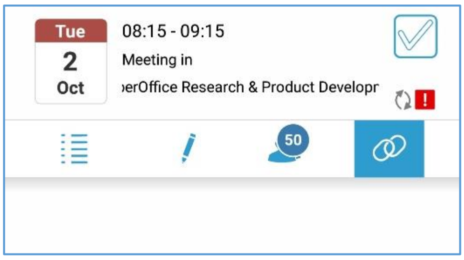
New and improved Pocket CRM

Diary – Appointment shows from-to time

When you select an appointment in the **Day** and/or **Week** view, you'll see the **start** and **end time** of an appointment.

This way, it's easy to see when exactly a meeting starts and ends.

Appointment – Links tab

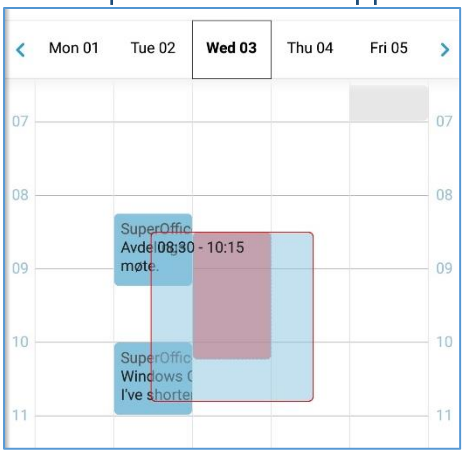


The Appointment screen now contains a tab for **Links**.

When you add a link, like a project or url, to an appointment, you'll find them in the tab for Links.

You might recognize this tab, as it's also available in the CRM client. Now the links tab is available on all platforms.

Diary – Drag and drop to create new appointments



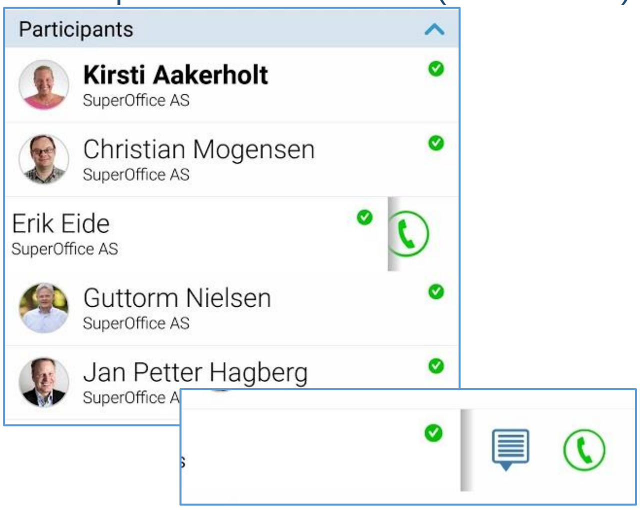
You can create new appointments by touching and dragging the screen inside your diary.

Go to **Day** or **Week** view in the Diary and select starting time for your meeting. Then **drag** down your finger and release it to select the end time.

When you create your meeting, Pocket will show the start and end time. This way it's easy to select the correct time while using the **drag and drop** function.

It's also possible to prolong a meeting and to move appointments to a different time or day using the **drag and drop** feature.

Appointment – Participants with slide to call (8.0.60 R042)



You can call any participant to a meeting or appointment directly from the participants tab.

When you have the **Participant** section in front of you, just slide the participant to the left and click on the **Call** button.

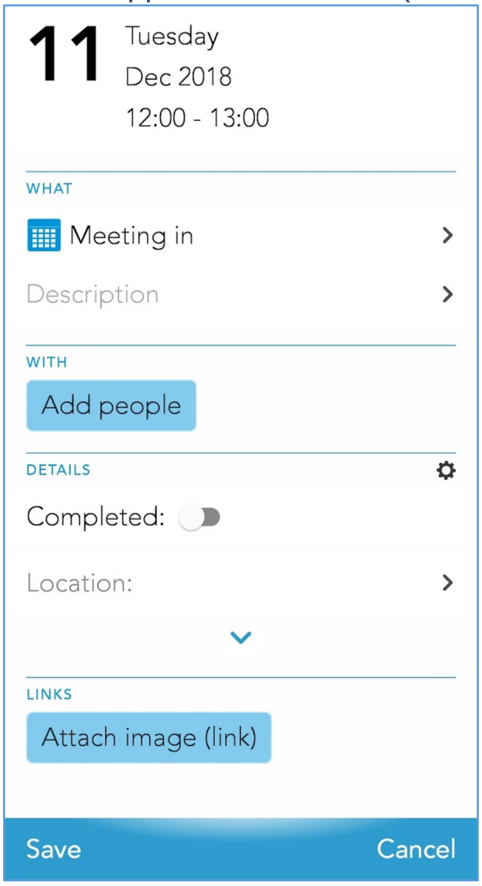
It's a quick and easy way to call a person directly from a meeting or an appointment.

Appointment – Conflict in the participant list (8.0.61 R043)

When you invite colleagues to a meeting, it's not always easy to see if this person has a meeting at the same time.

In the **participant** list, you have an icon that shows if the participant has a **conflicting appointment.**

Appointment – New appointment screen (8.0.63 R045)



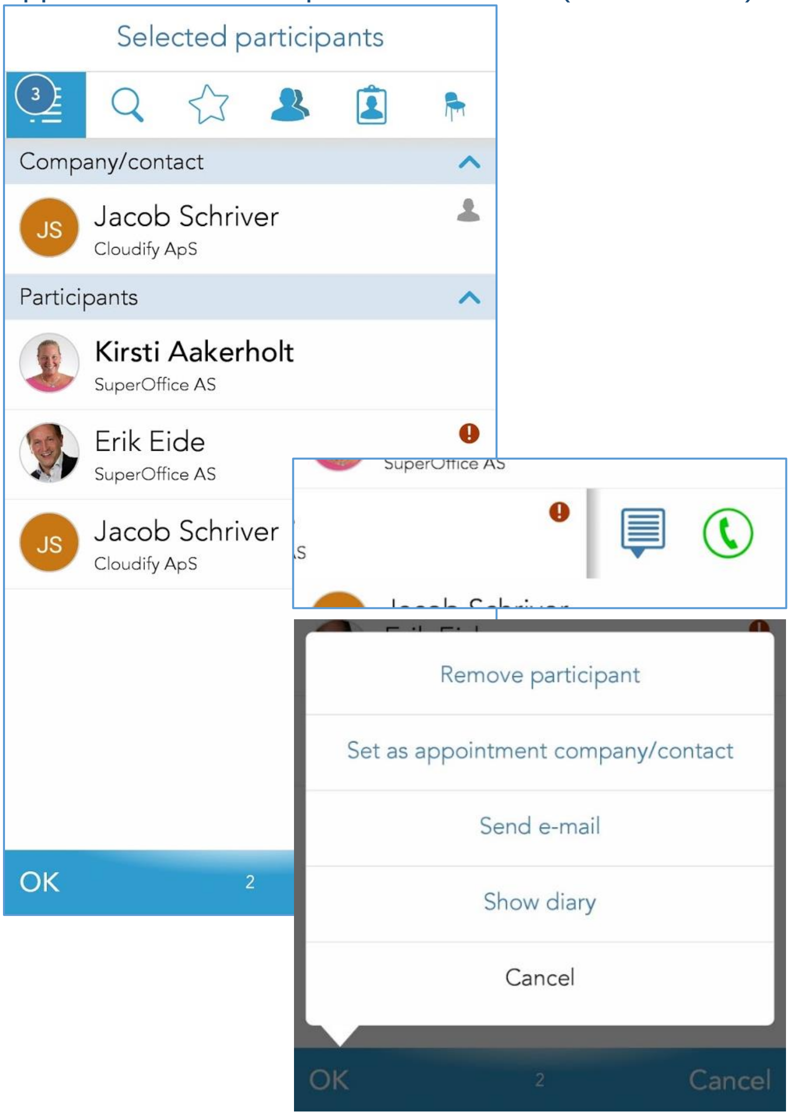
With the new appointment screen it's a lot easier to find and view important information.

You will have easy access to the sections for:

- Time & Date,
- What,
- With,
- Details, and
- Links

All you have to do is to start writing the description of the appointment and select the company and contact you'll be meeting with.

Appointment – Participant list overview (8.0.63 R045)



When you want to add people to an appointment, simply click **Add people.** You will now see a list of contacts.

You can either search for the person you wish to add and select them by pressing the contact. Or you can select the contacts that appear in the shortlist. And when you accidentally select the wrong person, you can simply press their name again to unselect them.

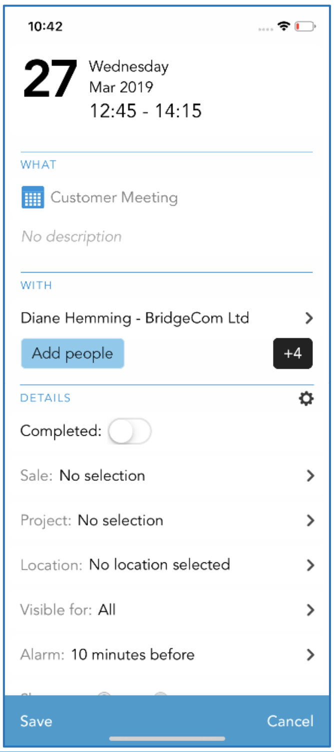
The first tab, in the Add people dialog, will show all the **Selected participants** for this meeting.

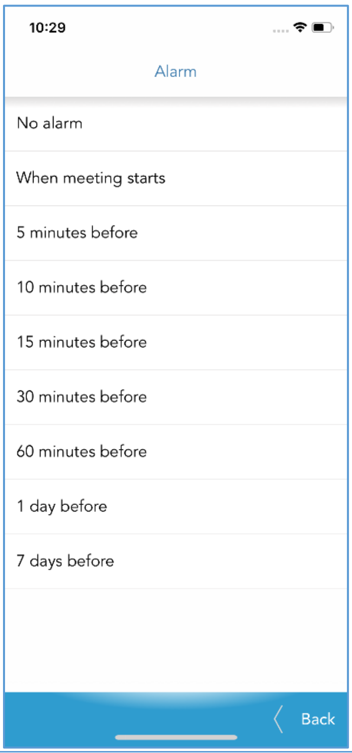
The first contact you select will be saved as the **Company/contact** the appointment is linked to. But this can be changed by swiping another participants to the left. In the Task menu that appear, you select the option **Set as appointment company/contact**.

In the same menu, you can also **Remove participants** from the participants list for this meeting.

When you select **Show diary** you will only see the diaries from the contacts that use SuperOffice. The diary of external people will not be available.

Appointments – Set an alarm for appointments (8.4 R07)





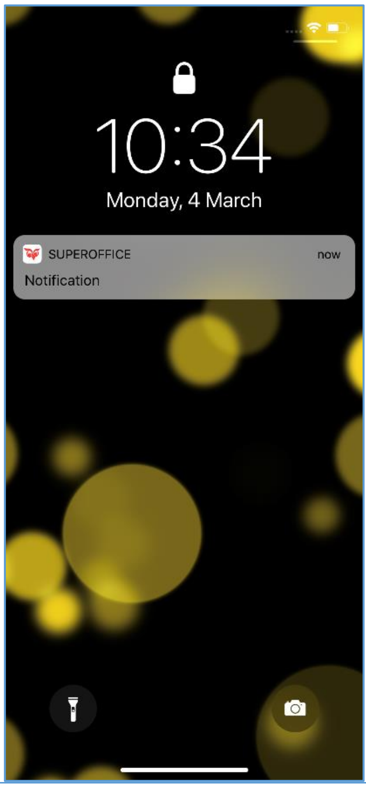
With the latest version of Pocket CRM, you'll never be late for an appointment again. Your alarm will go off to warn you when you need it to.

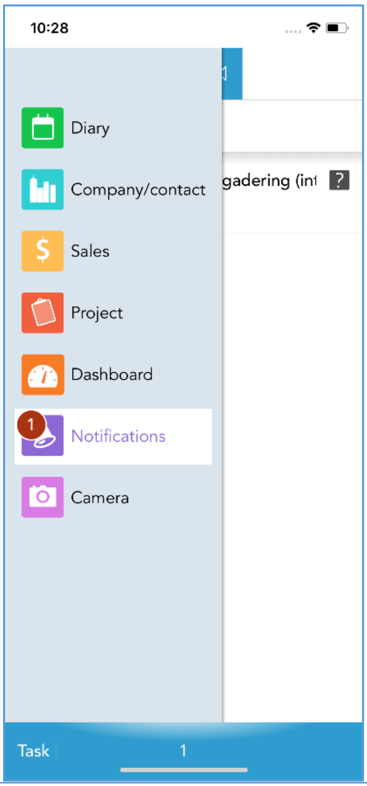
You can set the alarm to go off either when the meeting starts, 5 minutes before or even a day before your meeting.

You can switch on and off the alarm in the **Details** section.

To be able to use alarms for appointments, it requires you to use SuperOffice 8.4 R06.

Appointments– Meeting notifications for On-site installations (8.4 R07)





Whenever you get invited to a meeting, Pocket CRM will notify you with a nice push notification.

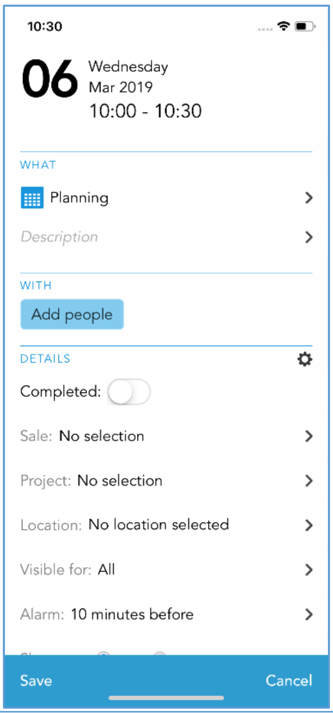
You can open the invitation by sliding the notification to the right.

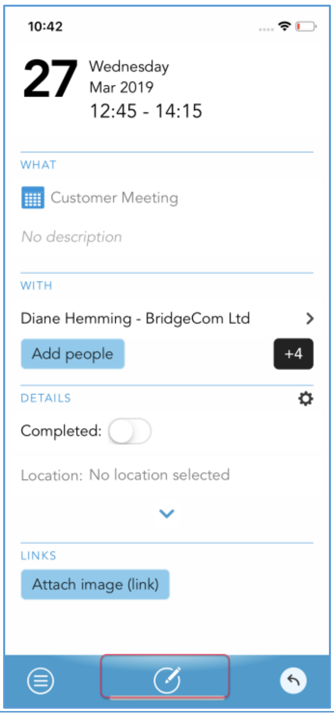
Pocket CRM also gives you notifications when you are in the app. In the Navigator menu you'll see a red bubble that will tell you how many new notifications are waiting for you.

These notifications are now available for On-site installations as well.

To be able to use alarms for appointments, it requires you to use SuperOffice 8.4 R06.

Appointments – A new appointment screen (8.4 R07)

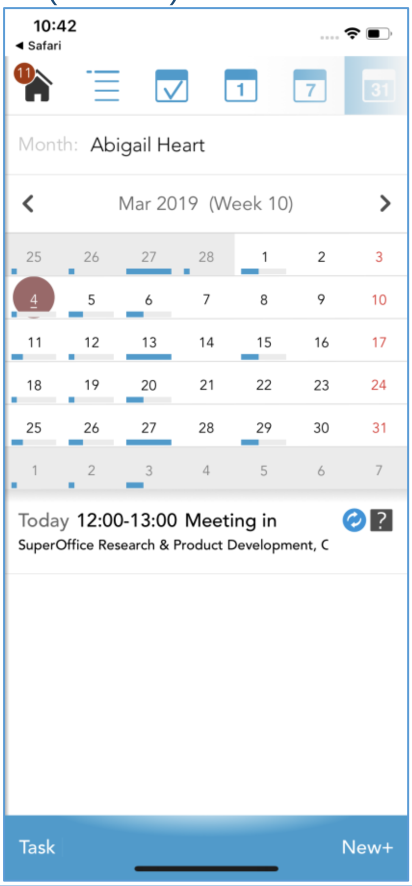




We have improved the appointment screen:

- The Font size is reduced for improved overview and readability;
- You can add a person from a company in the participants screen; and
- We've added a new Edit button at the bottom of your screen, so it's easier to make changes to your appointments.

Appointments – The month calendar shows how busy you are with blue bars (8.4 R07)



When you're planning your next appointment you want to see what days you are available.

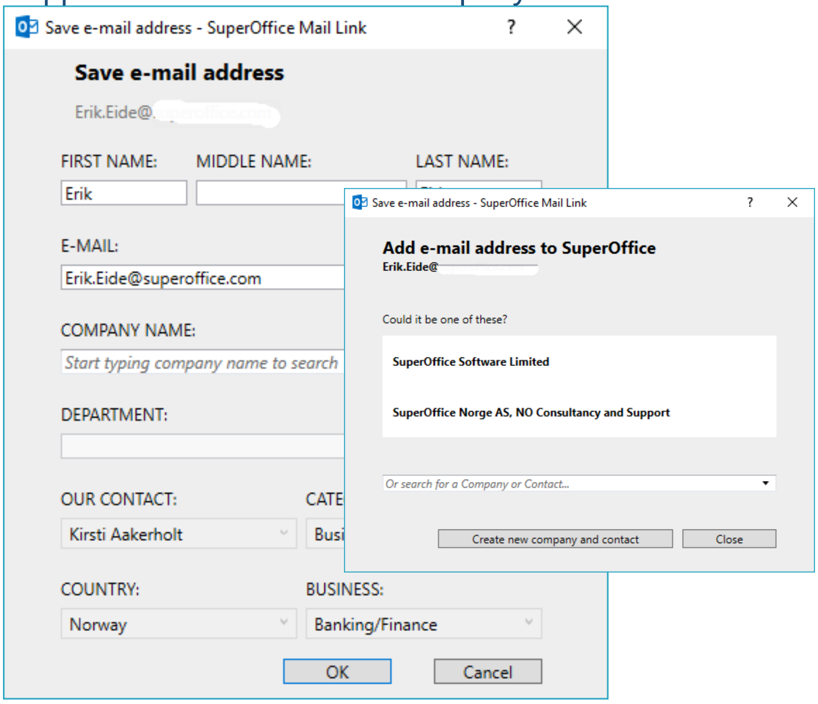
In Pocket CRM, the month view will show you how busy you are on any given day.

Underneath the date you'll see a bar that will turn blue when you got meetings or appointments planned.

The blue bar will get longer when you plan more appointments and meetings to fill your dairy. This way, it's easy for you to see which day is most suitable for your next meeting.

New and improved Mail Link

Support of contacts without company



You can now create and save a new contacts without a company when you save an email from your Outlook Inbox.

When the **MailLink** dialog is open, you can select the **Create new company and contact** button if the email address you want to save is not registered in your SuperOffice database yet.

The **Save e-mail address** dialog will open and you can enter the contact information. When you click **OK** the dialog will not prompt the Company name before saving, instead you can save this **person without a company**.

Here, you can also add details such as Our contact, Country, Category and Business to the new contact.