

bpmonline

bpm'online release

7.14.3

July 2019

▶▶▶ ACCELERATE

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We at bpm'online are constantly working to deliver advanced capabilities to accelerate your sales, service, and marketing processes. Here are the **new features** included in bpm'online version 7.14.3.

The **update guide** is available in a separate [article](#).

Discover all of the **upcoming features** and improvements to our product range on the [upcoming release page](#).

CORE FUNCTIONS



- While merging duplicates, you can now preview images, such as account logo or contact photo, and select which images to retain and discard in the resulting record.



Selecting the account's logo while merging duplicates

Merge duplicates (2) ×

We have found a few conflicts to be solved: [How it works?](#)

Owner	Primary phone	Category	No. of employees	Account logo
<input checked="" type="radio"/> Symon Clarke	<input checked="" type="radio"/> +1 212 721 1810	<input type="radio"/> B	<input checked="" type="radio"/> 101-200	<input type="radio"/> 
<input type="radio"/> Valerie E. Murphy	<input type="radio"/> +1 212 744 1833	<input checked="" type="radio"/> A	<input type="radio"/> 201-500	<input checked="" type="radio"/> 

MERGE
CANCEL


- Bulk duplicate search version 1.3 has been released. The new version resolved the issue when the search process would not stop in time in the event of failure. The new fail-safe mechanics will properly stop the duplicate search process. You can then start the process again.
- The [Id] column is now displayed correctly on the duplicate search results page.
- Fixed an issue when an incorrect edit page would open for a record selected from global search results. This happened if the column, which determines the record type, was not indexed for global search in a section with several record pages.
- We have optimized the calendar performance. With this update, you can move activities around easily in the [Calendar] view, even if there is a considerable number of activities displayed.
- You can now display the email preview on the [Email] detail. The preview is 250 characters long with no markup. Additionally, emails now load faster on the communication panel.

Email preview on the [Email] account detail

Alpha Business What can I do for you? > bpmonline
7:14.3.1686
VIEW

CLOSE ACTIONS

Alpha Business
Type
Customer
Owner
William Walker
Web
www.alpha-business.com
Primary phone
+1 (212) 1542 4236
Category
A
Industry
Business services

Primary contact
 Alexander Wilson
Full job title
Managing Partner

Activities
Contracts
Calls
Email + :

Subject	Sender	Preview
Conference call results	John Best <john_best_business@yahoo.com>	Hello everyone, thank you for participating in the conference call. To follow up on what we've discussed: William, please send John the details regarding the contract, we will look into signing all the necessary papers on the 26th.
Additional details	John Best <john_best_business@yahoo.com>	Hello, Alexander. Please see the details regarding your request in the attached document. Thank you!
Re: Re: Color laserjet pro CP1025nw - printing issues	John Best <john_best_business@yahoo.com>	Hi team, is there any progress regarding this issue? John - I forwarded more details in another thread.
Case SR_187 was closed	ourcompany@ourcompany.com	Hello, Your case #CR-583457834 has been closed. Please leave your feedback by selecting one of the options below.

BPM'ONLINE SERVICE

- Case communication history sometimes would not load entirely if you chose to display system messages. This has been fixed.
- The [Feedback] detail on the case page now displays user feedback correctly.



PORTAL

- Added an ability to manage license types in registered portal organizations. You can select a license for the organization once, and all new users in the organization will receive it automatically.



The new field for selecting licenses on the registered portal organization page

Alpha Business What can I do for you? > bpmonline
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CLOSE

Name* Alpha Business
Parent role* All portal users
Account* Alpha Business
License bpmonline ITIL service customer portal on-site

< GENERAL INFORMATION >

Users + :

Contact	Job title	Mobile phone	User login
Henry Wayne	CEO	+1 359 258 9878	Portal user 1

MOBILE APPLICATION

- The mobile application will now sync with the primary bpm'online application faster.
- Dashboards with “day”, “week” and “month” macros will now display data according to the user’s timezone.



BUSINESS PROCESSES

- You can now set up permissions to run business processes using the new “Can run business processes” (CanRunBusinessProcesses) system operation. All users have permissions to perform this operation by default.



ADMINISTRATION

- We have made several performance improvements in the [Object permissions] section list.

