

BlueCamroo Support Extension Maintenance Update

A happy customer is the goal of all businesses. To make sure your customers are happy you need to support them to the best way you can. With BlueCamroo Support extension you can easily and efficiently respond to your clients' issues and concerns while tracking the performance of your Support Team. With our newest release you will give your clients a new way of reaching you, and if you've implemented the External User Portal, your clients will have access to your Support Knowledge Base to help themselves.

Key

- ★ **New Feature**
- ↻ **Change to Existing Feature**
- ⚙️ **Setup Instructions**

★ Web-to-Case Forms

BlueCamroo already allows you or your Customers to create Cases inside the workspace in many ways, from sending an email to the external user portal. Now you will be able to set up a form in your website that your customers can fill out. If BlueCamroo recognizes the user's email in the system it will automatically relate the new Case to the Customer Record. If the person uses an email that is not related to a record within BlueCamroo they will be sent to a pre-determined user that will evaluate each case individually.

To create a Web-to-Case form go to the **Setup > Support Automation > Web-to-Case Setup**, follow the easy steps and add the fields you want answered in the form and where to map them inside the Support extension. Click the **Generate Form** button, a popup will appear with HTML code, add the code to your website and users will then be able to reach your support team through your website.

Email *

Subject *

Describe Your Issue *

Issue Type *

Attachment
 No file chosen

↻ External User Portal – Support Knowledge Base

The External User Portal allows you to invite any Customer or Supplier inside your BlueCamroo to use a limited version of BlueCamroo, where they can see the progress inside any Project they are in, have tasks assigned to them and log their progress, receive invoices and open support tickets.

We already had a Support Knowledge Base so your agents could easily find support instructions and service your clients quickly. Now we have added the Support Knowledge Base to the external user portal so your Customers and Suppliers will be able to find the information they need to resolve issues themselves instead of waiting for your support team to respond to them.

To add Knowledge Base articles to your External User Portal navigate to **Setup > Tools Setup > External User Portal > Knowledge Base Articles** and activate them.

Mandatory Fields for New Records – Update for All Paid Extensions

This feature has been added since it has been requested a lot since we launched BlueCamroo 8.0, Admin Users will be able to decide what fields will be visible and which fields will be mandatory when creating new records from the Quick Action menu.

Define the information you absolutely need and make sure nobody on your team misses it when they're adding new records in BlueCamroo.

To define and adjust the fields in the Quick Action Modals navigate to **Setup > General Customization > Form Settings**.

We hope you enjoy BlueCamroo 8.0.6, if you have any questions about this release, or if you have any suggestions or comments, please send an email to support@bluecamroo.com. We'll be glad to help!

The BlueCamroo Team