

HCLSoftware

HCL iAutomate

Release Notes
Version 6.5



Table of Contents

1	New Features	4
2	Enhancements.....	9
3	Bug Fix	10

Table of Figures

Figure 1 - Assignment Group Management	4
Figure 2 -New Assignment Group Management	4
Figure 3 - Agent Profile Management	4
Figure 4 - Default Shift Management	5
Figure 5 - Agent Shift Management	5
Figure 6 - Agent Leave Management	6
Figure 7 - Release automation tickets to specific agents	6
Figure 8 - My Tickets	7
Figure 9 - Change Status.....	7
Figure 10 - Change Status on My Tickets	7
Figure 11 - Knowledge Graph	8
Figure 12 - Dashboard Widgets for Reopen/Reassign	9
Figure 13 - User Activity Logs	9
Figure 14 - User Activity Details	9

1 New Features

1. Roster Management:

- a. **Assignment Group Management:** Enables administrators to create, manage, and allocate assignment groups, balance workloads.

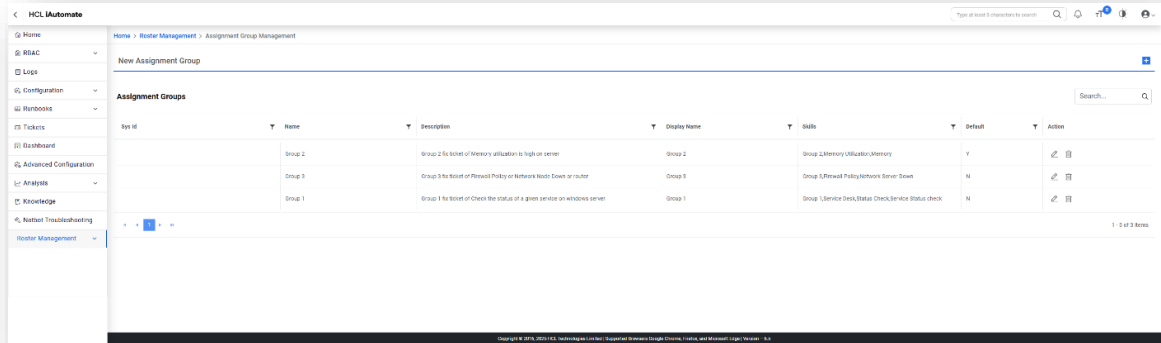


Figure 1 - Assignment Group Management

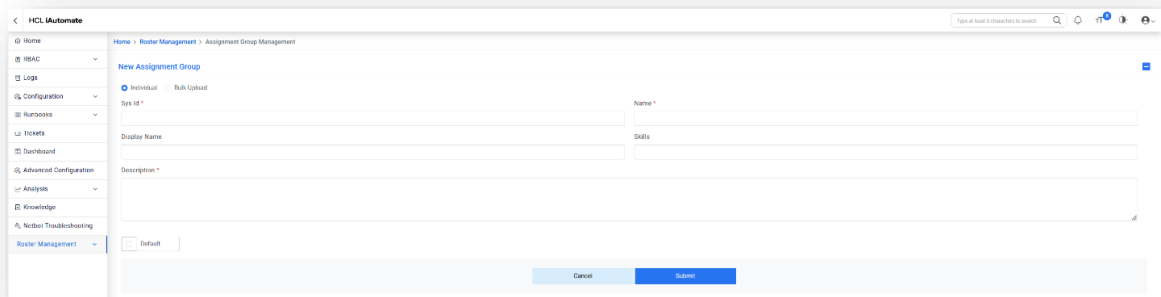


Figure 2 -New Assignment Group Management

- b. **Agent Profile Management:** Enables efficient workforce optimization by creating and updating agent profiles with skills, workload metrics, and shift preferences, ensuring smarter task allocation and improved operational efficiency.

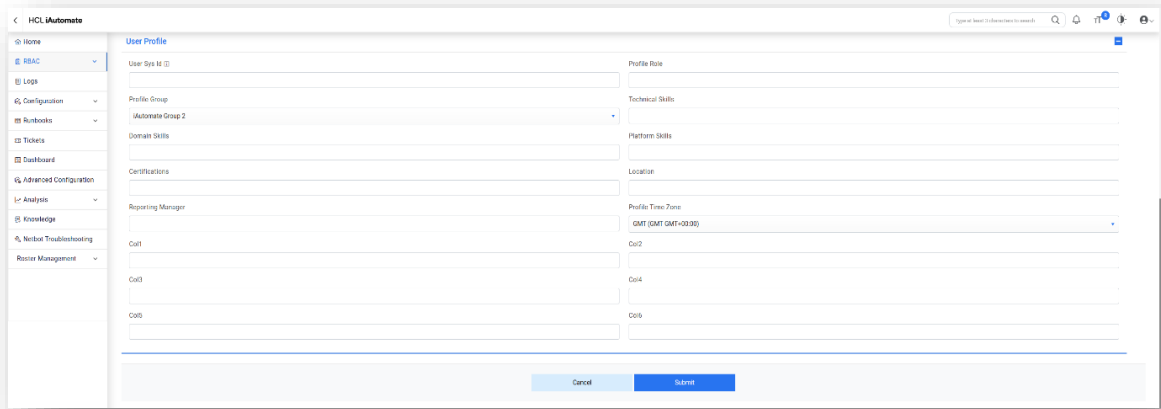


Figure 3 - Agent Profile Management

- c. **Default Shift Management** streamlines workforce scheduling by allowing the creation, editing, and assignment of shifts and weekly offs

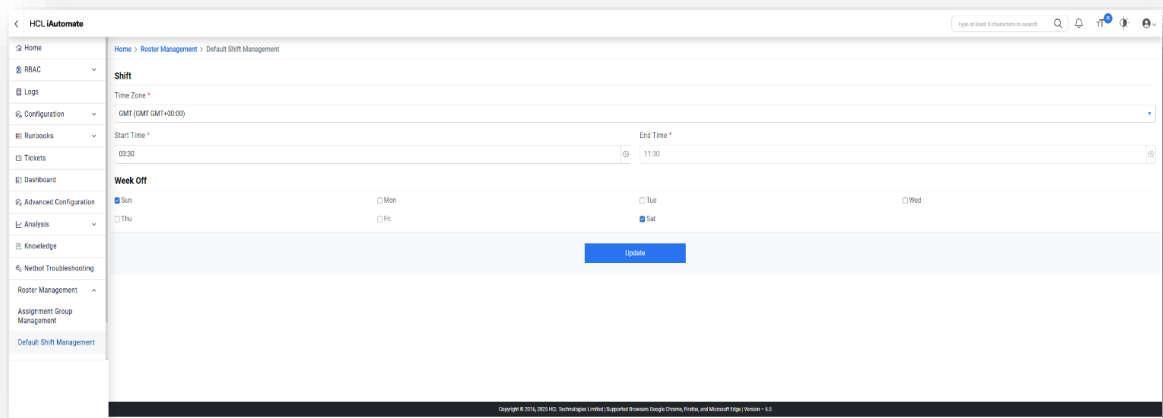


Figure 4 - Default Shift Management

- d. **Agent Shift Management** ensures fair and efficient scheduling by assigning shifts based on availability, and workload.

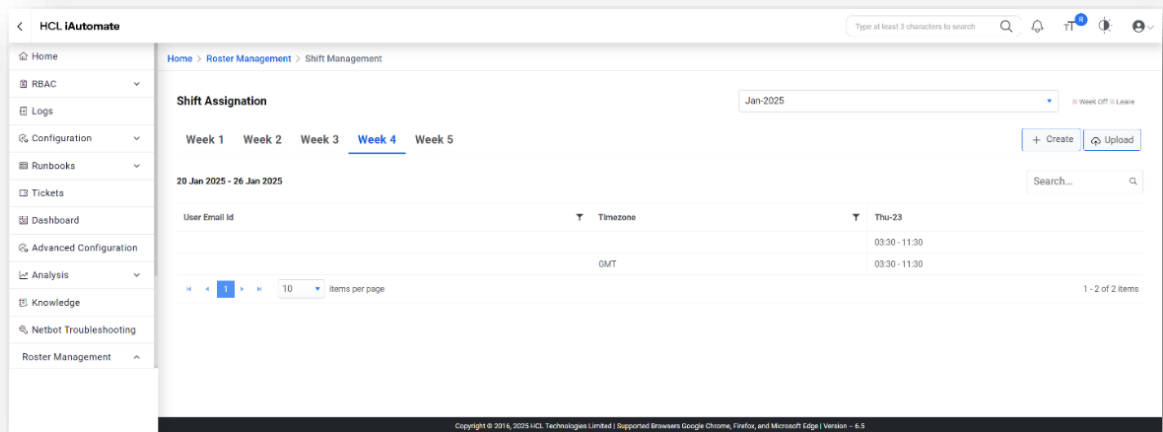


Figure 5 - Agent Shift Management

- e. **Agent Leave Management** simplifies leave tracking by allowing agents to apply for leave, view history, and update rosters in real-time, ensuring seamless workforce planning and availability management.

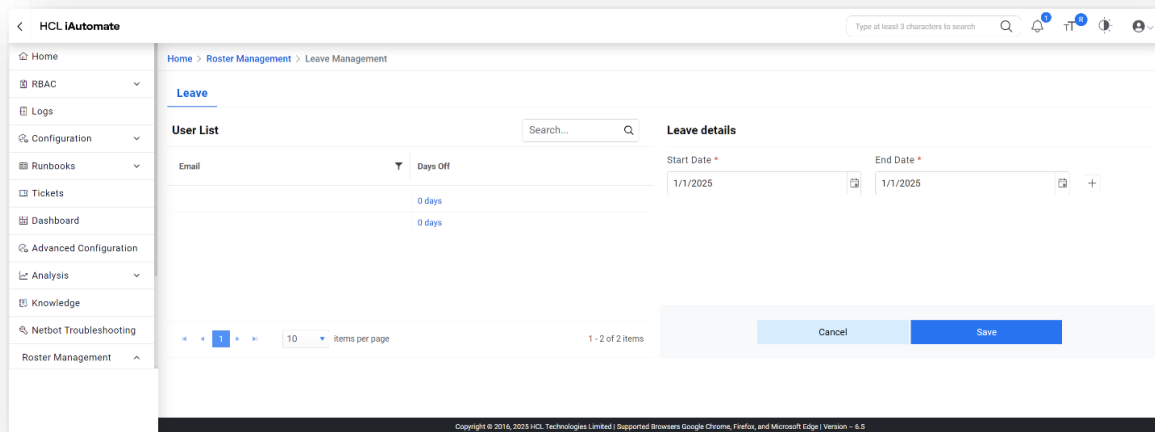


Figure 6 - Agent Leave Management

2. **Automated Ticket Assignment** ensures seamless operations by automatically routing tickets to agents based on their shift schedule, improving efficiency and reducing response time.

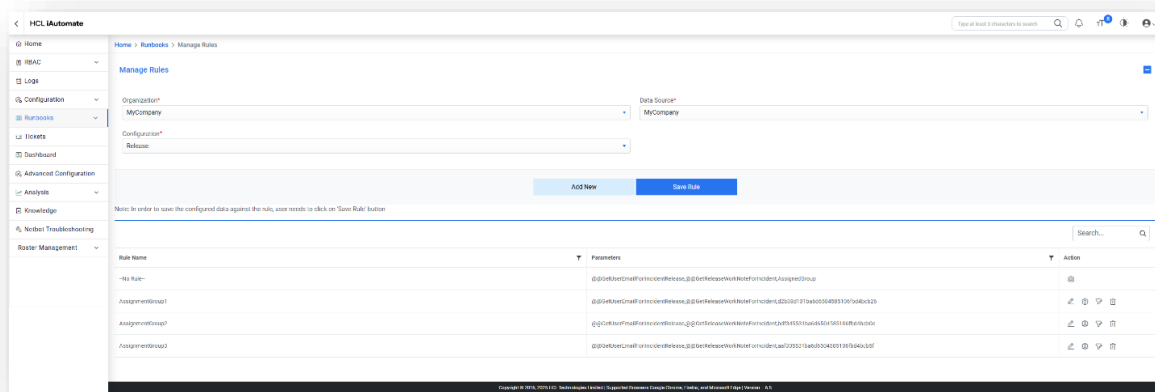


Figure 7 - Release automation tickets to specific agents

3. ServiceNow incidents are automatically assigned to agents based on workload, and shift timing using a round-robin algorithm for fair and efficient task distribution.
4. **Incident Status Update** (e.g., Resolved) allows agents to seamlessly update ticket statuses through the iAutomate portal, ensuring real-time tracking, transparency, and improved incident resolution management.

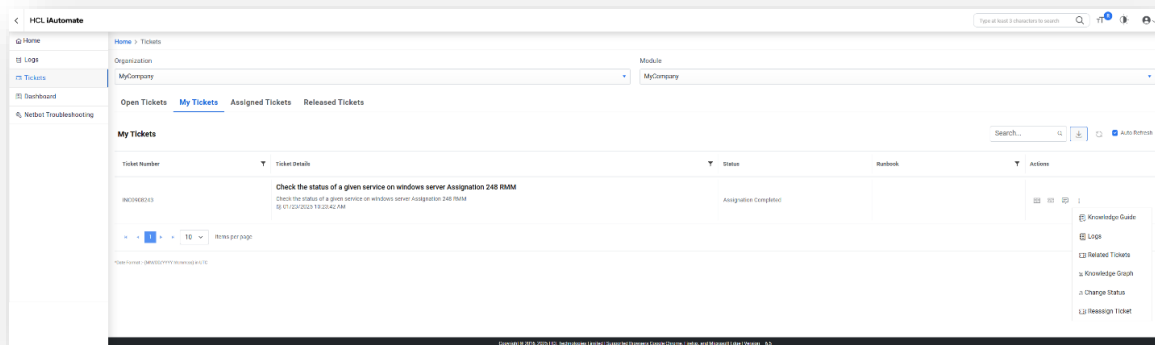


Figure 8 - My Tickets

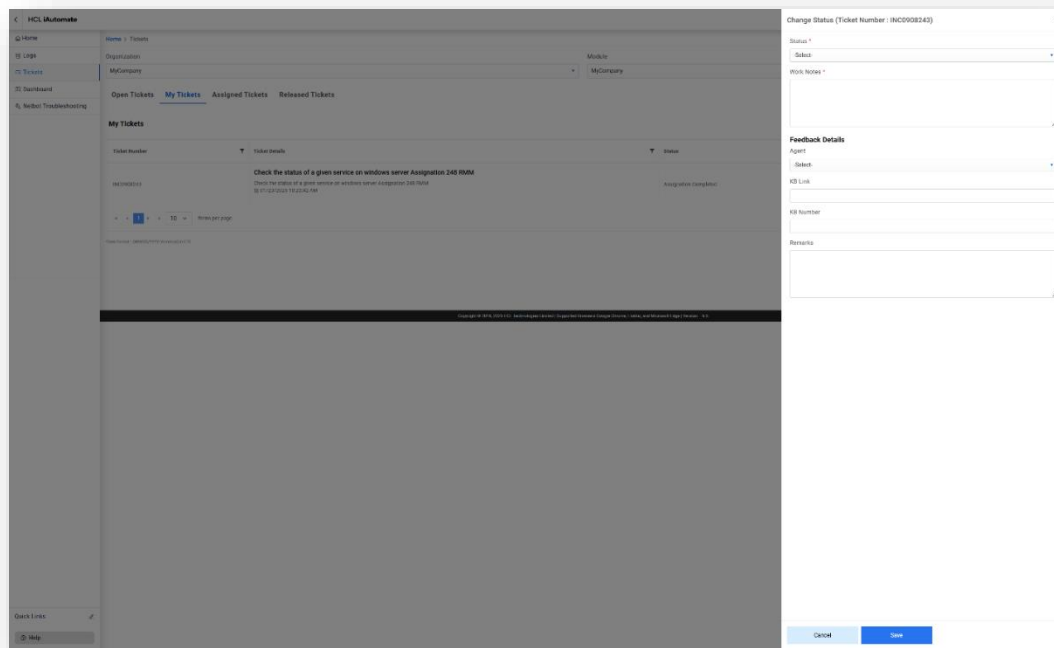


Figure 9 - Change Status

5. **Ticket Resolution Feedback** enables agents to provide insights by selecting contributing agents and linking relevant KB articles, enhancing knowledge sharing and improving future ticket resolutions.

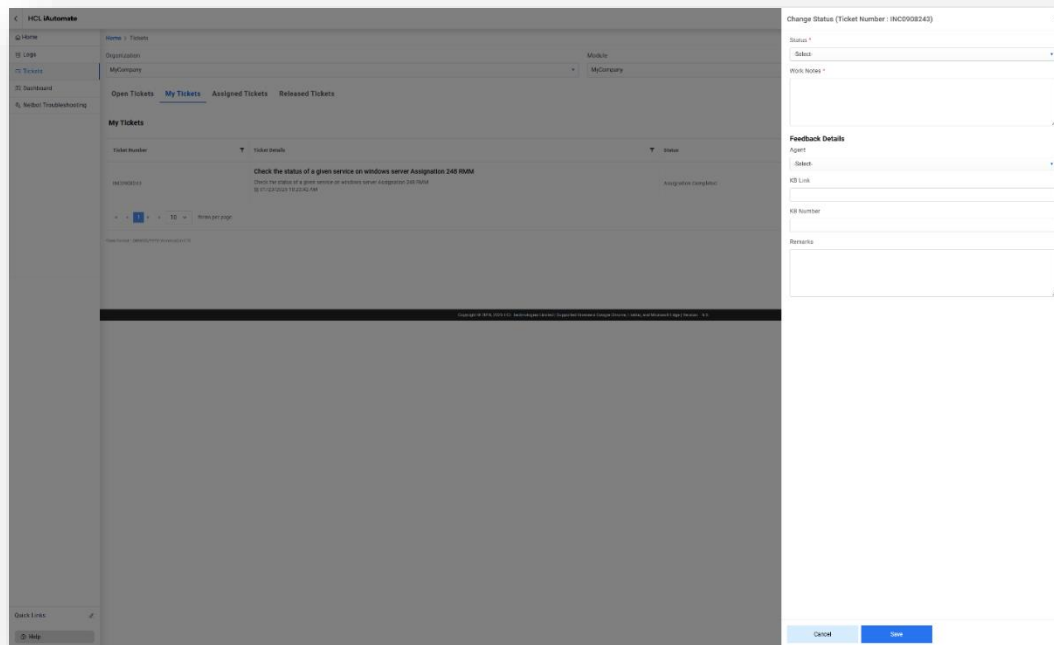


Figure 10 - Change Status on My Tickets

6. **Agent Performance Ranking** ranks agents based on key metrics like response time and tickets resolved, enabling better performance tracking and identifying areas for improvement.

7. **Knowledge Graph** provides a node-based visualization of Configuration Items (CIs), KB Articles, SMEs / agents, and related tickets, offering enhanced tracking and deeper insights into issue resolution.

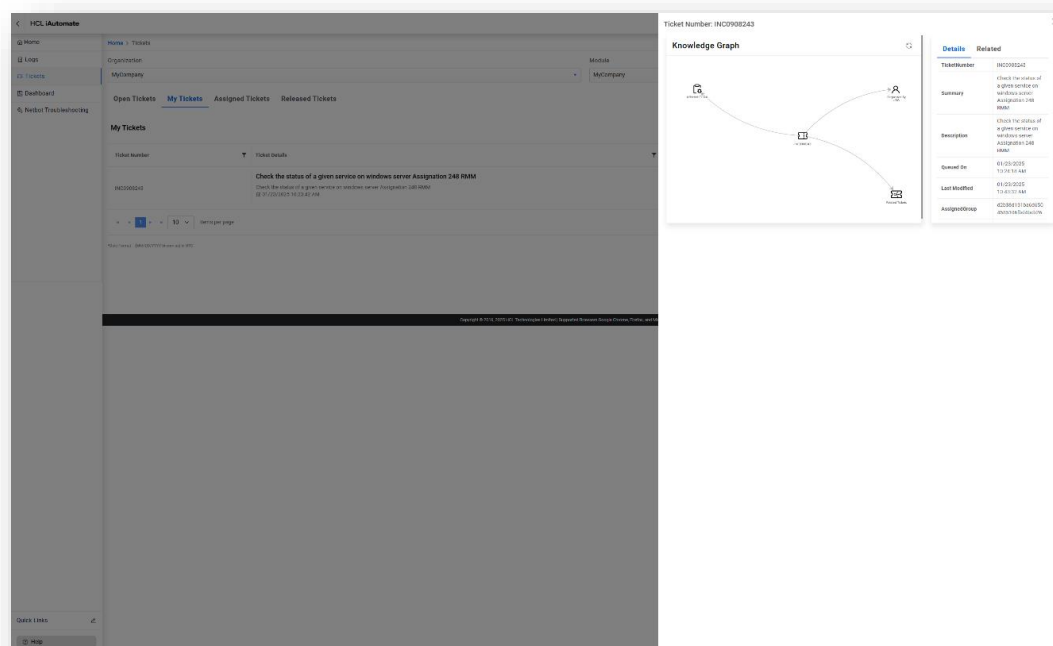


Figure 11 - Knowledge Graph

2 Enhancements

1. **Dashboard Widgets for Reopen/Reassign Tickets** provides a graphical view of reopened or reassigned tickets, enabling users to quickly identify and track these tickets for improved management and follow-up.

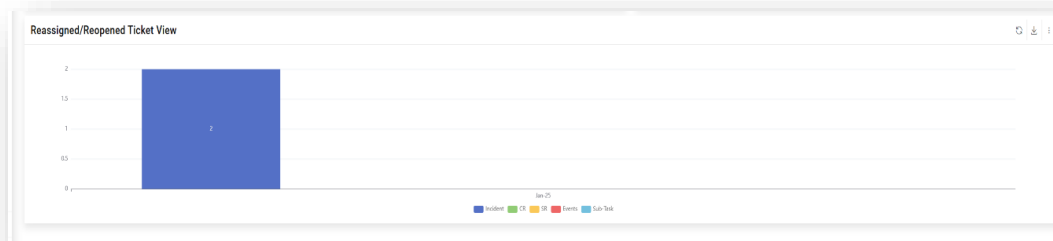


Figure 12 - Dashboard Widgets for Reopen/Reassign

2. **Enhanced User Activity Logs** offer detailed tracking of user actions, including edits and deletions, providing comprehensive audit trails for improved monitoring and accountability.

The dashboard shows the "User Activity Logs" section. It includes a search bar and a table with the following columns: User Name, Last Login Date, Login Date, IP Address, and No. of Login Attempts. The table contains 5 rows of data.

User Name	Last Login Date	Login Date	IP Address	No. of Login Attempts
	01/22/2025 01:08:51 PM	NA		41
	01/22/2025 10:40:16 AM	NA		2
	01/20/2025 11:02:50 AM	01/20/2025 01:08:14 PM		2
	01/21/2025 02:52:01 PM	01/21/2025 09:40:30 AM		2
	01/20/2025 09:56:40 AM	NA		2

Figure 13 - User Activity Logs

The dashboard shows the "User Activity Details" section. It includes a search bar and a table with the following columns: Page Path, Report Description, Action Time (MM/DD/YYYY hh:mm:ss), and ActionMessage. The table contains 11 rows of data.

Page Path	Report Description	Action Time (MM/DD/YYYY hh:mm:ss)	ActionMessage
~/action/ITSMDataSources.aspx	Manage Data Sources	01/22/2025 02:30:48 PM	Edit
~/action/ITSMDataSources.aspx	Manage Data Sources	01/22/2025 02:24:54 PM	Edit
~/action/ITSMDataSources.aspx	Manage Data Sources	01/20/2025 02:13:39 PM	Edit
~/runbook/Rule_Based_Configuration.aspx	Manage Rules	01/18/2025 07:22:17 PM	Edit
~/runbook/Rule_Based_Configuration.aspx	Manage Rules	01/19/2025 07:21:29 PM	Edit
~/runbook/Rule_Based_Configuration.aspx	Manage Rules	01/19/2025 07:19:57 PM	Edit
~/runbook/Rule_Based_Configuration.aspx	Manage Rules	01/19/2025 07:18:21 PM	Edit
~/runbook/Rule_Based_Configuration.aspx	Manage Rules	01/19/2025 07:16:44 PM	Edit
~/Action/ExecutionLog.aspx	Manage Execution Log	01/18/2025 07:15:29 PM	Edit

Figure 14 - User Activity Details

3 Bug Fix

1. Fixed error of downloading logs from 'Ansible Inside Tab' after executing runbook with encrypted parameter
2. Now ADSync will be running even if hosted on https which was not the case earlier.
3. Fixed an issue where runbook execution was allowed in the Move to Assignment Decision state via the Logs tab.
4. Fixed issues where dashboard was not showing as home page when logging with SME user
5. Issues of SNOW URL not working with additional parameters for Release, Close and In-progress configurations, now fixed
6. Fixed an issue where tickets were directly marked for release after failing parsing if any recommended runbook parameters were configured to fetch values from CyberArk.

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