



## New Features and Updates

Please check page 3 for a list of ALL our new features and updates. Here are a few updates that we want to highlight.

### Changes to the Help Bucket

In this current release, we have slightly changed the view that you have when you go to the Help Bucket. Now, you can see the Resolved tickets in your default view, whereas previously, those were hidden until you searched for them. We want to empower clients who submit help bucket tickets to Close or Reopen tickets independently.



**Lisa Wise**  
VP Product

Help Bucket is for everyone, so we are sharing this information on ticket statuses and what they mean.

New	Newly submitted ticket.
In Progress	CE21 has officially engaged the submitted issue/question. When this happens, tickets will have a CE21 representative assigned to the ticket.
Pending CE21 Development	CE21 has officially submitted a dev ticket to the developers.
Resolved	CE21 feels confident about the answer/solution provided.
Reopened	The ticket reporter has discovered an issue with a resolved ticket.
Closed	The ticket reporter has received their resolution and feels their question/issue has been fully addressed.

CE21 will be more routinely Resolving your help bucket tickets to limit the amount of 'In Progress' Tickets. We will only do this once we are 100% sure we have addressed the issue/question covered in the help bucket ticket.

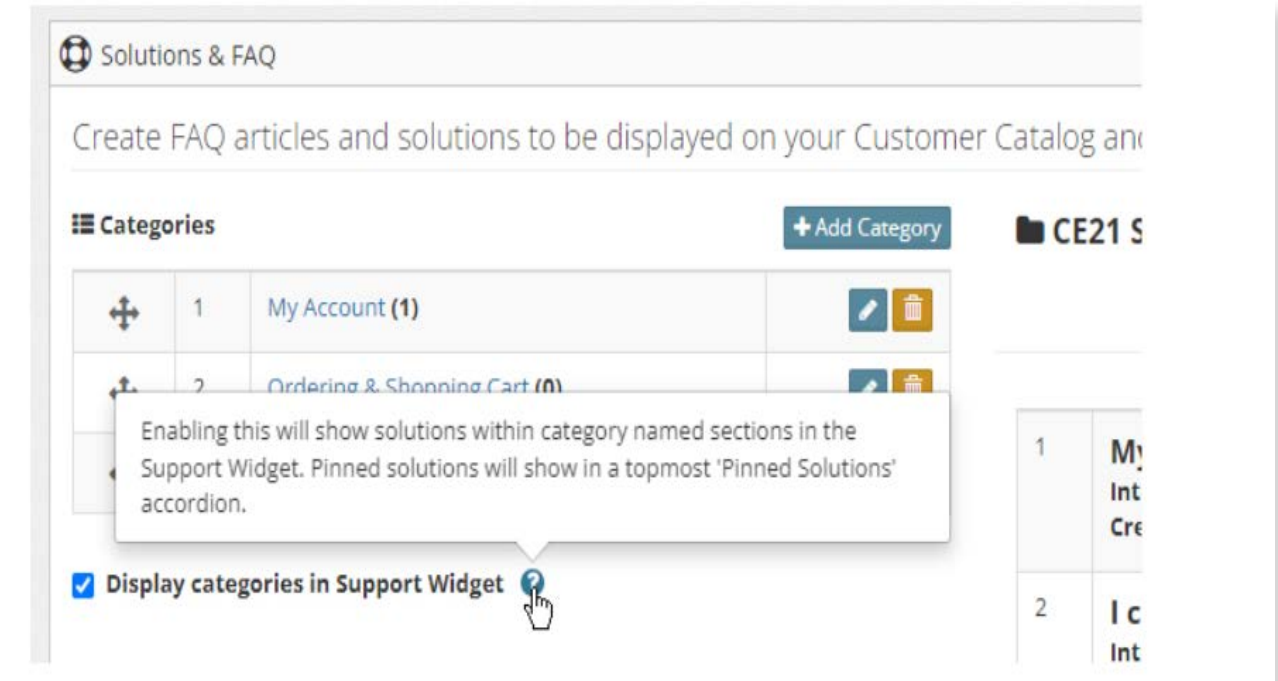
If your question/issue is answered thoroughly, we ask you to close the ticket to indicate that you have received and are satisfied with the resolution. However, if you have any issues or the question/issue still needs to be addressed, we would ask you to Reopen the ticket. To prevent you from having a backlog of old resolved tickets, we have taken the liberty to fully close any ticket that was resolved over three weeks ago.

[Check out this article](#) to learn more about the Help Bucket reporting system.

### End-User FAQs Solutions

Another update is more of a reminder about your catalog's end-user FAQ Solutions area. You can find these articles in your Support menu on the Solutions page. With this update, you now have the option to display those categories in the blue support widget that pops out from the side of your catalog and viewer that contains the FAQ articles you've written.

To update your catalog to use this, please go to the [Solutions](#) page and select the “Display categories in Support Widget.”



This image shows the blue support widget you see in the viewer and the catalog, and when you click on it, you will see the articles neatly displayed in the categories you’ve created.



## Final Note

Moving forward, you can expect to see a change in the timing of our releases/sprints. Beginning with 23.8 (after our next release in two weeks), we will release updates on a four-week cycle. So expect to see more updates on fewer release notes.



# Release Notes & Updates

## New Features and Updates for the (23. 6) Release

If you have any questions about any of the features or functionality this release please submit your comment or question via the Help Bucket in Manager and a CE21 Team Member will be in touch.

### FULL SYSTEM

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#### CATALOG APPEARANCE

- We cleaned up the Communications tab on the catalog to remove unnecessary info from the user's table and removed the unsend/unsubscribed emails.
- You now have the option to display support articles within categories in the Support Widget.

#### CERTIFICATES/REQUIREMENTS

- We have added Title and Date information to Evaluation PDFs that users can print or download.

#### COMPANIES

- We have updated free registrations so that they show up in the Company portal for Company Admins to review.
- Any user using a Company Based Membership will automatically have those orders tagged as a 'Company Purchase.' Then company admins will be able to see their employee's purchases better.

#### NOTIFICATIONS

- Fixed issue with Add to Calendar links and Outlook emails on desktop.
- We have corrected an issue where deleted accounts were receiving system emails.

#### REPORTS

- Now Pay Later orders will only show in your Product Sales Reports if you check to show pending orders. We also fixed the "Payment Received" column for pending order types to be \$0 since no payment has been received when an order is in that payment status. Finally, the Net Total is where you can find the entire amount due on that order.
- We updated date fields in the reports to read as dates in excel instead of a number to make sorting those reports much more accessible.

#### SALES

- We fixed an issue in the Sales > Orders history where the order showed up multiple times.

### LMS (Trident)

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#### PRODUCTS

- Catalog > Products: We fixed some issues with the Current Registrants column showing the wrong numbers.
- Catalog > Products: We fixed the Available Seats column to include Base Price purchases in the number.
- Catalog > Products: We fixed the Max Seats column to include Base Price purchases in the information..
- Catalog > Products: You can now see the product details in a ribbon along the top of your product while you're editing it, to make it easier to work on multiple programs at one time.
- Classrooms now support multiple dates/times for the same replay - without all the clutter.

#### VIEWER/PRESENTER

- Presenter: We fixed the incorrect bit rate in Presenter, and cleaned up the display where things look broken..

### AMS (Lighthouse)

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#### SMART LISTS

- Fixed an issue where Smartlists were getting wiped out.