PRODUCT UPDATE - NOVEMBER 2016

Recent development features, updates and bug fixes

What's been happening at Magnitude?

900 hours of development per month

Currently our 7 person development team are spending 900 hours per month developing the Magnitude product based on customer requests. We have been listening to you, working with you and executing the changes and enhancements that you've requested. Thanks for your continued support in this regard.

Enhanced value and encryption

With Magnitude Gold, we set out to improve the experience for our customers, and invest in continuously enhancing the value add. We've spent time making it more secure with enhanced database features and encryption. Our goal is for Magnitude to add value to your business and respond easily to your need for more functionality.

Faster configuration

We've drastically improved the speed at which we can build and support your apps, by increasing the efficiency of doing mass configuration changes, like adding establishments and users. From a user perspective we have also improved the speed in which it takes to upload images and attachments (subject to your internet speed).

Reference numbers in email

We now have the capability to display reference numbers in all email correspondence, enabling users to search in app forms by reference number. These are described in more detail in the table below.

New icons

Some new icons you will see in your app on the top right of each form:

Capture form resend - Captured data for an existing form can be resent to the original contact and correspondence notifying a contact of a capture form that was deleted or misplaced can be resent preventing data from having to be captured twice.

Snapshot shortcut - a graph icon on all forms allows the app user to go directly to a snapshot graph for that specific form. This provides the app user with further insight into how the PI score was calculated and a clear graphical representation of the quality of that interaction.

Chat Notification & improved chat functionality - all users with access to a form are notified once an action is captured by another user, the notification provides important details improving the ability to collaborate real-time around interactions. The number of chats can be seen per form.

NEW DEVELOPMENTS IN MAGNITUDE GOLD
(October to December 2016)

FEATURE	DESCRIPTION
Open API Integration	An open API integration layer has been created to allow 3rd party application integration. Provides open API standard that 3rd party applications can access to get and push data into Magnitude Gold. Enables customers to innovate more freely in how they use Magnitude Gold within a wider application eco-system. Magnitude Gold features can now seamlessly enhance existing applications within an organisation.
Average Benchmark across activities	Analytics are able to show an average performance index (PI) score across an activity. "Your Score" is now comparable against an average of all other scores for the activity (filtering is applied to average calculation). Individual score can be compared to average of all other scores or selection of other users. A PI score for a selected group of users can be compared against the average PI score the for the rest of the users within the same selection group.
Notification settings	Users can manage their notification settings in app and per activity. If a user is unhappy with receiving notifications in real-time they can turn off their notifications for that activity but still have the ability to log in and view the forms and actions.
Transfer of forms with existing Actions	Transfer of capture forms from one user to another user, all 'actions' are retained**.** Enhanced user experience when tracing all actions that refer to a capture form. Improved audit trail or history of actions.
Reference numbers	We now have the capability to display reference numbers in all e-mail correspondence. This allows users to take the reference numbers they receive in e-mails and use them to search for the forms in their app.
Captcha	We have the ability to configure a Captcha type of question in the .mobi feedback form. This is a security type question, where the respondent is asked to type in the text which is displayed in an image. This makes sure that Robots/Computers can't capture feedback forms.
Chat/Action Notifications	We have improved our chat functionality whereby all users who have access to a form get notified once an action chat is captured by a user. The notification provides you with details of the Actvity; User and Action left by that user. This improves the ability to collaborate around the quality of interactions and get responses in real-time and with app users
Data Delete	App users can be assigned the ability to delete forms from their app in their app. This gets sent to trash and our developers will be able to retrieve this data, if you so wish. We recommend only giving this user right to responsible employees, as we wouldn't want important information being deleted. We also have the ability to delete any information from your app, should you ask, but please note that this information will not be able to be recovered once its deleted and the delete instruction needs to be requested from the Magnitude/GoMobile staff.

NEW DEVELOPMENTS IN MAGNITUDE GOLD

(July to September 2016)

FEATURE	DESCRIPTION
Feedback submission review	A contact can review details submitted on via .mobi feedback form. Users of .mobi forms are able to access or review previous responses. Users of .mobi forms remain "engaged" with process.
Auto-populate contact database with feedback form contact details	Details captured into a .mobi feedback from can be saved directly into the contact database Streamlined and seamless integration of contact detail directly into the contact database Elimination of potential "finger" errors caused by manual re-capture of details. Ability to build large contact databases easily through co-ordinated feedback.
Weekly recurring capture form submission	Capture forms can be set to automatically recur on a weekly basis Enhanced options for recursion of capture forms. Now includes daily, weekly, monthly and yearly options.
Improved USER INTERFACE in feedback summary	All text displayed in feedback summary is bolded to improve visual interpretation of form status Quick visual identification of which forms require action and their current status. Improved users experience and interface allows for better engagement with the app. Improved user efficiency when processing large numbers of feedback forms i.e. status of forms are quickly identified when scrolling through long lists.

SUMMARY

Please feel free to talk to your Key Account Manager about the new features mentioned above. If there is anything you don't understand and require guidance with, we will help you to work them out with your current activities. We are also ready to help you to apply these features in your organisation where you may see new opportunities.

Best regards,

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