

CloudRadial Product Update

August 2020

Major Updates

1. Favicon Support
2. Fastpath Ticketing
3. Desktop v3
4. Surface Warranties

Web Favicon Support

- Available now
- Most requested feature
- Recent platform changes enabled this feature
- Partner Settings -> Account & Branding

MTTT vs MTTR

- Mean Time to Ticket (submission)
- Mean Time to Resolution (outcome)

*When you have resources, such as in CloudRadial,
you have alternatives to a ticket.*

Fast Ticket Creation \neq Fast Resolution

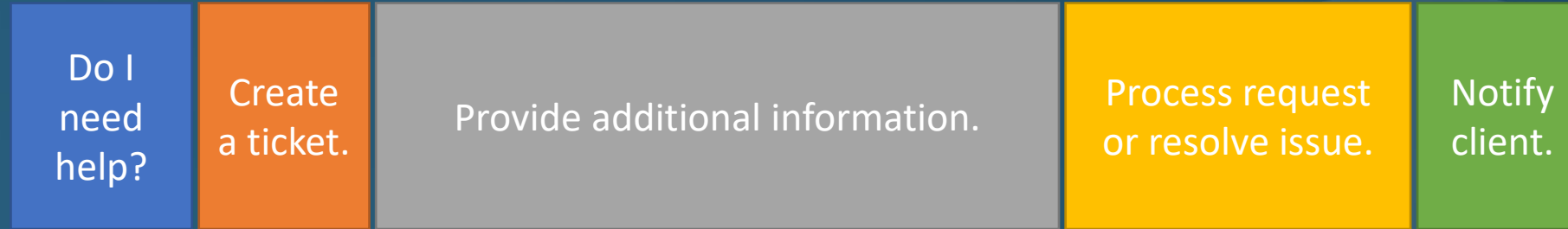


Increases Resolution Time

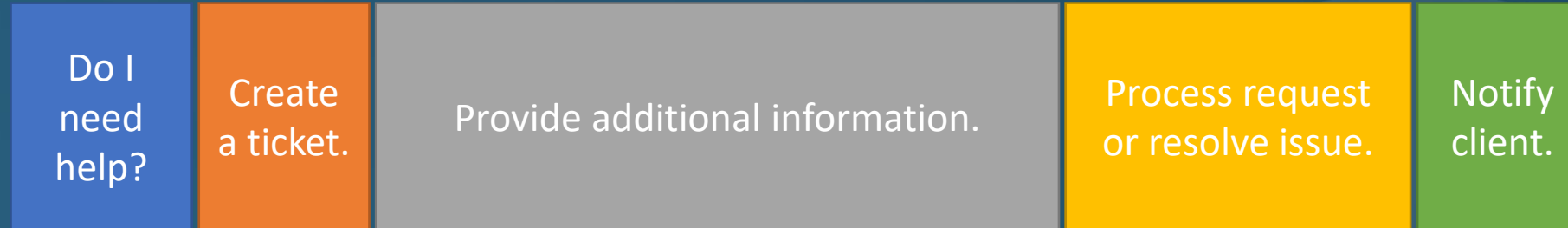
- Misses key details
- Requires more email
- Always generates a ticket

*Could you have a button **and** faster resolution?*

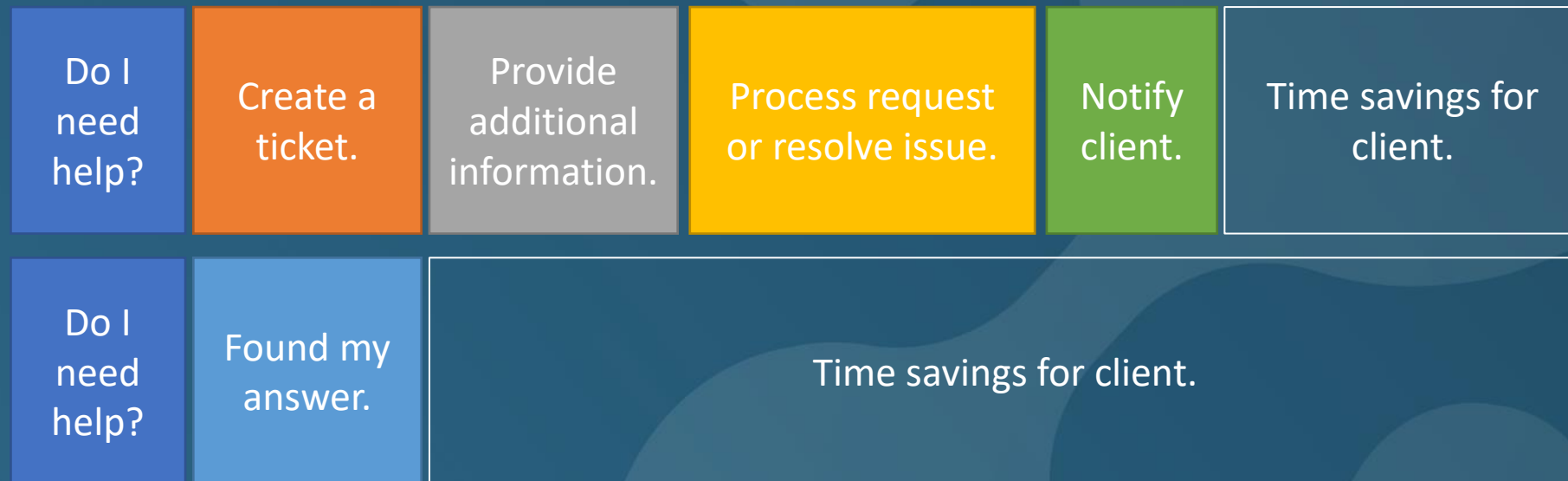
Ticket Workflow - Focus on ease of ticketing...



Ticket Workflow - Focus on ease of ticketing...



Ticket Workflow - Focus on speed of resolution...



- Home
- Company
- Applications**
- Calendar
- Directory
- Support Articles
- Messages
- Support
- University
- Infrastructure
- Usage
- Security
- Compliance
- Alerting
- Account

Applications

Search applications...

Favorites



Bookings



CloudWorker



OneDrive



OneNote



Salesforce



Teams Desktop



Visual Studio

Applications



CloudWorker



Knowledge Base



Messages



Teams Desktop



SharePoint Group



GitHub



Salesforce



Slack



Visual Studio



Wrike

User starts typing a question or presses F1 inside the browser.

Settings Add Edit All

Partner Advisories
We found some issues with your setup that need attention. [Partner Advisories](#)

Popular Articles

- Trade-In Test
- How do I Search Query
- Change App Password
- Test for Search
- Azure Paste

Approvals Waiting

You have 17 tickets awaiting your approval.

[View Approvals](#)

Courses Waiting

You have 1 required course that you have not started.

[View Courses](#)

- Home
- Content
- Support
- University
- Infrastructure
- Users
- Security
- Compliance
- Alerts
- Accounts
- Partners
- Accounts
- Clients
- Content

Managed IT Support

Close

Enter your question or keywords

outlook won't start

Need help and didn't find an answer? [Open a ticket](#)

Summary

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Report a Problem

- [I am having issues with Microsoft Outlook](#)
Use this option if you have experiencing odd behavior with Microsoft Outlook. Often times, closing...

Quick Starts

- [Outlook Calendar for Mac](#)
- [Outlook Mail for Mac](#)
- [Outlook for Mac](#)
- [Outlook Calendar for Windows](#)
- [Outlook Calendar for Web](#)
- [Outlook Mail for Windows](#)
- [Outlook Mail for Web](#)
- [Outlook for Android](#)
- [Outlook for iOS](#)
- [5 ways to make Outlook work for you](#)
- [Outlook for Windows](#)
- [Outlook 2016 Tips & Tricks](#)

Courses

- [Brain Bites - Email Management](#)

Web Results

- [I can't start Microsoft Outlook or receive the error ...](#)
Your profile contains your Outlook settings. Occasionally, that profile can become corrupted. You can determine if it's corrupt by creating a new profile and changing which profile is used when Outlook starts. To open the Control Panel, do one of the following: For Windows Vista or Windows 7, choose Start > Control Panel.
- [Outlook won't open or is stuck at loading profile - Outlook](#)
Last Updated: June 26, 2019. ISSUE. After updating to Current Channel Version 1905 (Build 11629.20196) and higher, Outlook may hang at loading profile or won't start. You may notice that if you open Task Manager that other Office processes are unexpectedly listed even though you did not open the application.
- [Open Outlook in safe mode - support.microsoft.com](#)
If Outlook won't open, try opening it in safe mode, which disables add-ins. 1. Right-click the Start button, and click Run. 2. Type Outlook.exe /safe, and click OK. Tip: If Windows can't find Outlook.exe /safe, try using the full path to Outlook (for example C: ...
- [Fixes or workarounds for recent issues on Outlook.com](#)

Feedback



Managed IT Support ✕ Close

Enter a Subject *

Enter a general description we'll use to refer to this request.

Describe your problem *

Enter the details of your problem or request.

This issue is keeping me or others from working.

Attach any files to help with this request

Drop one or more files here, or select a single file using button below.

No file chosen

[Back to search](#)

CloudRadial Fastpath™

- Users enter a question or phrase to get help
- Fastpath shows possible results and relevant solutions
- Directs users to the fastest path of resolution
- Helps to prevent tickets when better options exist – forms, articles, quick starts, courses and web search
- Integrates with 3rd party knowledge bases like support.microsoft.com, support.google.com or your own external knowledge base
- Offers ticketing when other options don't fit
- Fully customizable prompts

CloudRadial Fastpath™

- Fully integrated in v3 of the Desktop Application
- Accessible by Hotkey combination
- Accessible by any 3rd party USB button / hub

CloudRadial Desktop Application v3

- Configurable Auto Log In
 - Local Active Directory
 - Azure Active Directory
- Sticky Broadcasts
- Screenshots & Diagnostic Attachments
- More Configuration Options
 - Hotkeys – Button integration
 - User self update
- Improved Reliability and Memory
 - Handles more edge-cases of user setup
 - Reduces memory usage when not in use



Surface Warranty & Other Updates

- **Microsoft Surface Warranty** - We now can now obtain warranty and ship date information from Surface devices like we do currently for HP, Lenovo and Dell.
- **Custom User Profile Info** - The text displayed on a user's profile window is now fully customizable at the partner and company level, replacing the Key Office links previously shown.
- **Autotask Settings Cache** - Cached settings for Autotask to improve speed. Any changes to Autotask statuses, etc. now require that the Autotask cache be cleared in CloudRadial under Partner Settings.
- **Log In Help Link** - Added an option to set a link and text to your website's portal help page. Settings are under Partner Settings - Account & Branding.

Other Updates Cont'd

- **Notifications Display** - Added navigation bar icon to open recent notifications display.
- **Package Identification** - Show source of content in Edit window when content is subscribed.
- **Date Range** - Added date range to ticket displays to show which tickets are filtered based on Search options.
- **IP Restrictions** - Added managed FQDN for managing restricted IP lists. Settings under Partner Account.
- **Private Attachments** - Added support so that **ConnectWise** ticket attachments marked as private (show in Client Portal) do not display in the ticket notes.

Don't Forget!

- **CloudRadial Academy** – Training courses for nearly every aspect of CloudRadial available under Partner – Account – Academy Tab.