Dapresy Pro 2019

January Release

Index

1 - Introduction

This document describes new and improved features in the Dapresy Pro 2019 January Release.

If you would like to know more about these features, please contact Dapresy Global Support at: support@dapresy.com and they will be able to assist you.

Best Regards,

Dapresy Team

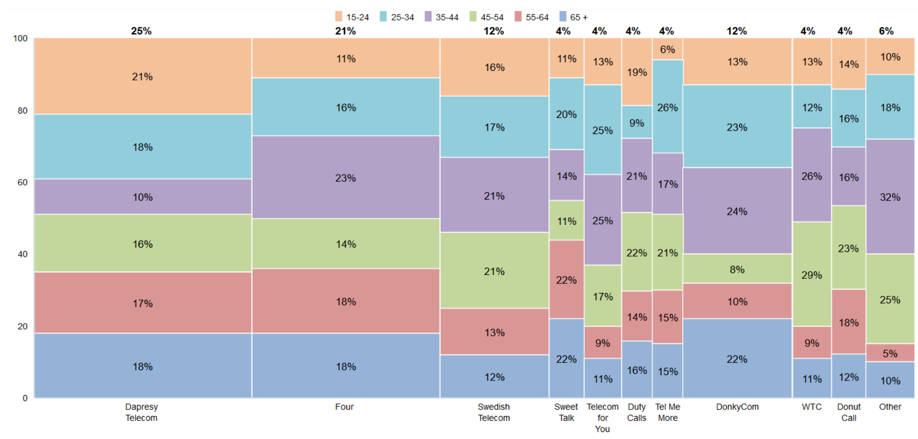
Email: support@dapresy.com

2 - Overview

The Dapresy Pro 2019 January update contains a wide range of improvements in different areas to help you with new functionality and produce with greater efficiency, here is a summary:

Storyteller

- Marimekko chart has been implemented as a new chart type. The Marimekko chart is similar to a Full stacked column chart but it is two dimensional as also the column width varies based on the data in the chart. As you can display two dimensions in one chart, for example which brand each respondent is using split by age group, you can quickly find large segments. The example chart below displays Age groups split by Brand usage.



- A new Aggregated result calculation has been added to the Storyteller charts and tables. The feature is like the existing Mean value series function, but it sums the values displayed in the chart/table instead of calculating the mean value. The new feature can be used to for example aggregate the result of questions to create an index or aggregate answers to create a top two box.

- A new setting has been added to the Respondent table which allows you to select if the Grouped answers or the original answers (or both as it is prior to this update) should be displayed in the table. The new setting is very useful when, for example, displaying a Recommendation question (NPS) in the table where the original answers are 0-10 and the Grouped answers are Detractors, Neutrals and Promoters, in a case like this it is highly likely that you want to display either the 0-10 or the Grouped answers which now is supported. There are also a lot of other use cases where Grouped answers shall not be displayed in the Respondent tables, for example Grouped answers can be used to create Totals needed for the reporting which should not be displayed in the Respondent table.

Below we see an example, in the left table the NPS column shows the original answers and in the right the Grouped answers.

CUSTOMER ID	DATE	NPS	COMMENT
18721	2011-02-03	7	vel venenatis nulla erat eu nisl.
18722	2011-02-03	4	amet ac mauris. In et mi eu dui
18723	2011-02-03	9	luctus metus nibh. Sed in aliquet orci.
18724	2011-02-03	7	Pellentesque ut purus
18725	2011-02-03	9	In magna leo, porta a adipiscing a,
18726	2011-02-03	9	posuere at dolor. Nullam facilisis, felis vitae
18727	2011-02-03	0	ipsum mattis quam lacinia aliquam sit
18728	2011-02-03	4	eros.
18729	2011-02-03	4	in dolor. Duis semper feugiat fringilla. Cras faucibus
18730	2011-02-03	9	Sed ligula leo, adipiscing a viverra ut, fringilla

1 2 3 Next Last

CUSTOMER ID	DATE	NPS	COMMENT
18721	2011-02-03	Neutral	vel venenatis nulla erat eu nisl.
18722	2011-02-03	Detractor	amet ac mauris. In et mi eu dui
18723	2011-02-03	Promotor	luctus metus nibh. Sed in aliquet orci.
18724	2011-02-03	Neutral	Pellentesque ut purus
18725	2011-02-03	Promotor	In magna leo, porta a adipiscing a,
18726	2011-02-03	Promotor	posuere at dolor. Nullam facilisis, felis vitae
18727	2011-02-03	Detractor	ipsum mattis quam lacinia aliquam sit
18728	2011-02-03	Detractor	eros.
18729	2011-02-03	Detractor	in dolor. Duis semper feugiat fringilla. Cras faucibus
18730	2011-02-03	Promotor	Sed ligula leo, adipiscing a viverra ut, fringilla

1 2 3 Next Last

- A new "Check all" option has been added to the Optional Filter panel in the chart and table object setup which makes it easier and more efficient to exclude/include optional filters in an object.

Data administration

- The Grouped answer functionality has been improved, a new option makes it now possible to include both all existing and future added answers automatically in a Grouped answer which results in less manual work when creating totals in projects where new answer alternatives continuously are added.

Enfesys

- A new locking logic has been implemented in the Enfesys process to prevent two or more users working with the same alert case (i.e. for the same respondent). The new logic locks the Form links in the Respondent table once another user is working with the specific alert case, the link is locked for access by other users until the user closes the Form. Below we see an example of a locked link.

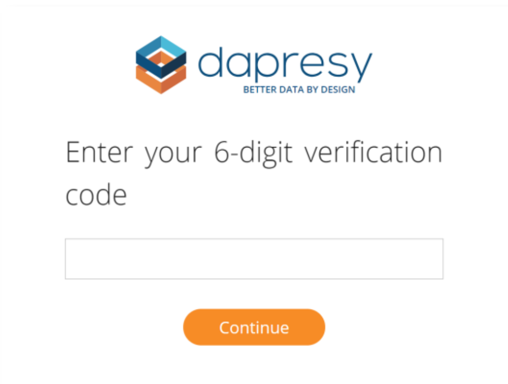
Review	Respondent ID	Country	Segment	NPS	phonenumber	Alert Status
Review	1	Sweden	A	2	3536324	Inprogress
Review	2	Sweden	A	3	353242	New
Review	3	Sweden	A	4	465323	New
Review	5	Sweden	A	3	3364536	New
Review	6	Sweden	A	2	46536	New
Review	12	Sweden	A	4	6574747	New
Review	13	Sweden	A	2	47474748	New
Review	14	Sweden	A	4	660606	New
Review	Locked by Andersson John at 11:50 (2019-01-22)		B	2	3536324	Inprogress
Review	17	Sweden	B	3	473637	Inprogress

- In an Enfesys process where alerts are assigned to Report users instead of units, the setup requires a new type of automatically generated Input variable holding all the Report users as answer alternatives. Previously this type of Input variable had to be created and maintained manually which was time consuming in projects where users constantly were added and removed requiring constant and error prone administration.
  This process has now been improved as a new type of Input variable can be created which automates this process. By using the new type "Report user variable" all the Report users are added as answer alternatives automatically, the answer list reflects when Report users are added, removed or edited in the project so no manual updates of the Input variable are needed.
- When using this new Report user variable in a Form it is also possible to limit which Report users to be displayed in the list to prevents that an alert case is assigned to a Report user without access rights to the current respondent. The limitations are based on the data of the selected respondent and the access rights of the Report users.
  If a respondent for example belongs to "Sweden" and the "Sales" touch point the list of Report users in the Form could display the users with access to both "Sweden" and "Sales" only, when a respondent belonging to "Germany" and the "Service" touchpoint is selected the same list will display the Report users with access to "Germany" and "Service" only.

- The Event emails have previously only been sent out to a certain Report user **one time** per Event and Respondent id combination, but a new setting makes it now possible to send out the Event emails **every time** the condition is fulfilled via an update in a Form. By using the new setting a process can be created where an alert case can be assigned back and forth between different Report users where an email is sent out to the user every time a case is assigned to them (by not using the new setting the Event email will only be sent to the user the first time the case is assigned to him/her and not the second and subsequent times).

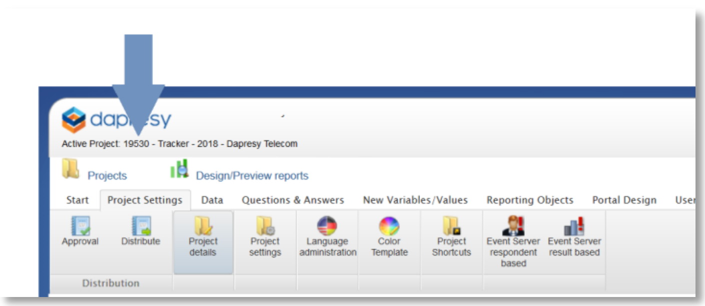
Security

- Optional Multi Factor Authentication has been added for improved security. This first version sends a verification code to the email address associated with the user's account, this code must be entered after the standard login to access the system.



General

- The project id is now displayed in the top left corner of the administration interface. Please always include this id when sending support requests.

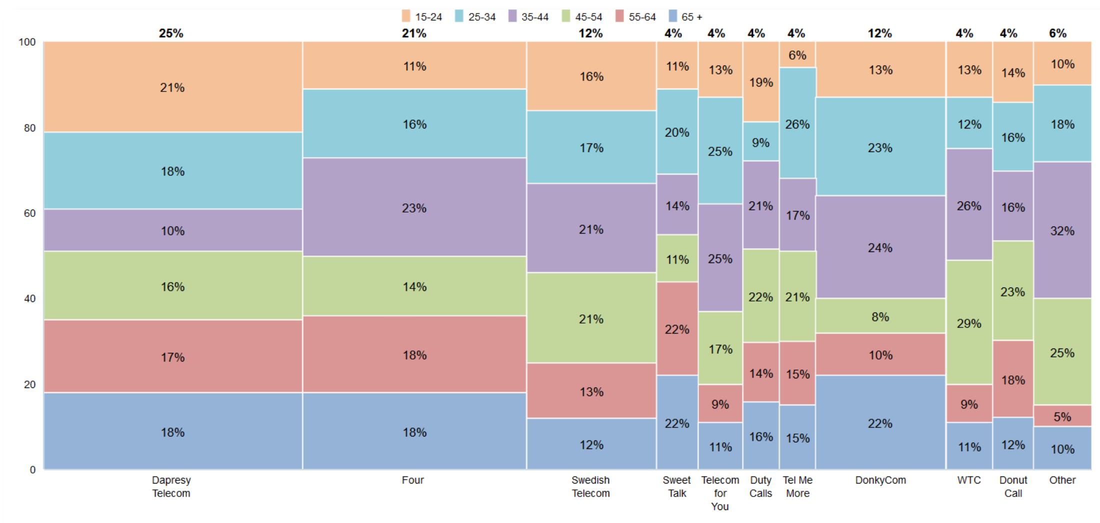


3 Storyteller updates

3.1 Marimekko – new chart type

The new Marimekko chart is similar to a Full stacked column chart but it is two dimensional as also the column width varies based on the data in the chart. As you can display two dimensions in one chart, for example which brand each respondent is using split by age group, you can quickly identify large segments. The example chart below displays Age groups split by Brand usage.

Here we see a Marimekko chart, in this example the chart displays Age groups splits by Brand usage.



In the next chapter we explain how to setup a Marimekko chart. In general, the setup is similar to setting up other chart types but with some limitations:

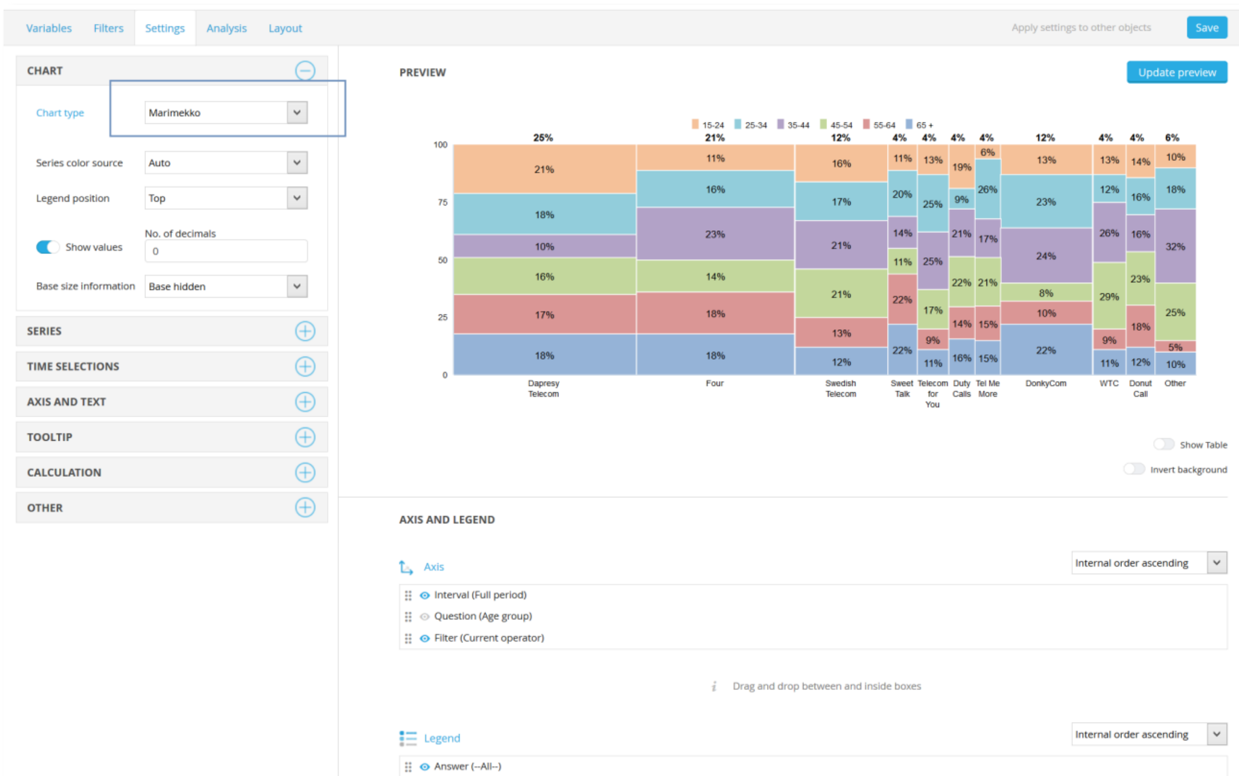
- The Marimekko chart can only be used for quantitative data which means that it is supported when calculating percentage shares, counts and sums only
- Significance testing and benchmark calculations are not applied to the aggregated values (the values displayed above the stack)
- Percentiles and mean value series cannot be applied to a Marimekko chart
- Sorting by value in a Marimekko cannot be based on the aggregated values
- Controls for hiding date gaps, compare series without data etc. are hidden and always on when a Marimekko is used, as a Marimekko chart cannot show empty data series.
- A Marimekko chart can only consist of one series so multiple series cannot be used when Marimekko is the selected chart type.

The calculation logic in a Marimekko chart is described in 3.1.2.

3.1.1 Setup of Marimekko chart

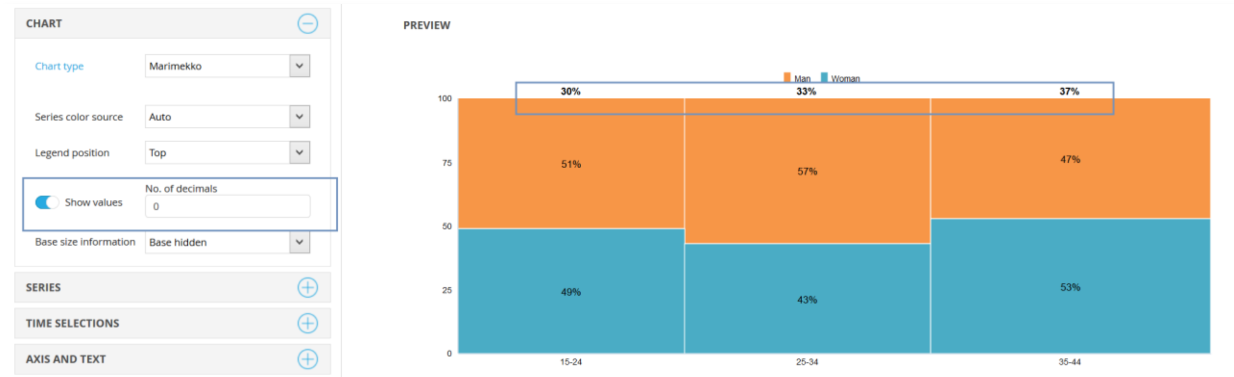
To setup a Marimekko add a chart object to your Storyteller, select Marimekko in the chart selection list and select the desired questions, filters and time settings in the same manner as always.

In the example image below Current operator is the compare filter (positioned in Axis) and the Age group is the question (answers are positioned in the legend).



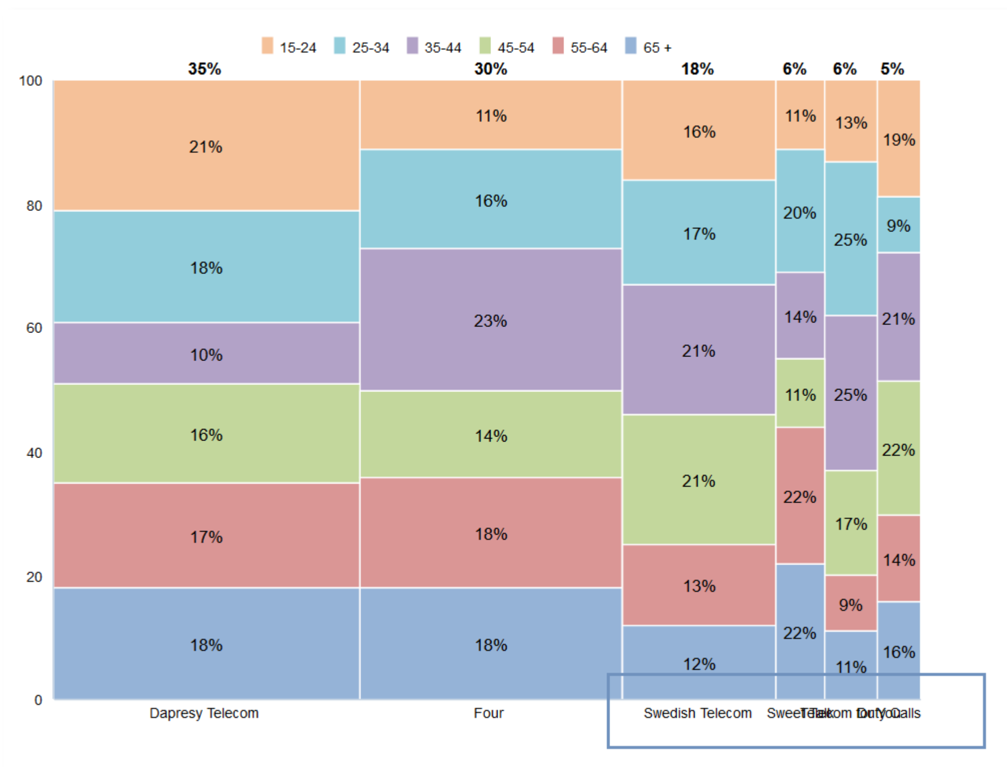
The aggregated data values displayed above the stack appear only when “Show value” is enabled, as in the example shown below. The format of the aggregated data values is always the same as the data values displayed inside the column stacks but shown in a bold style and use the same number of decimals and same suffix/prefix as the stacked data values.

Here we see a Marimekko chart that displays data values for the aggregated result, these values are only shown if “Show value” is enabled.

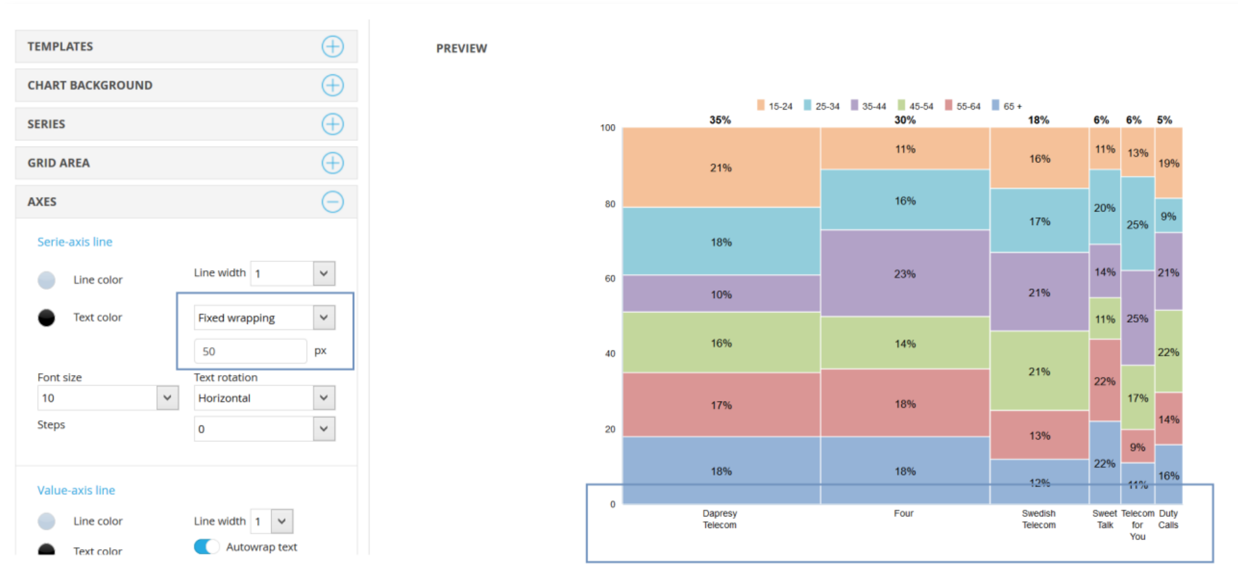


Note: depending on the size of the chart and the number of axis objects there is a chance that labels are displayed on top of each other due to lack of space, see example of that in the first image below. The issue can be avoided by setting a fixed label wrapping as shown in the second image below or by rotating the labels as shown in the third image below.

Here we see an example of labels displayed on top of each other.



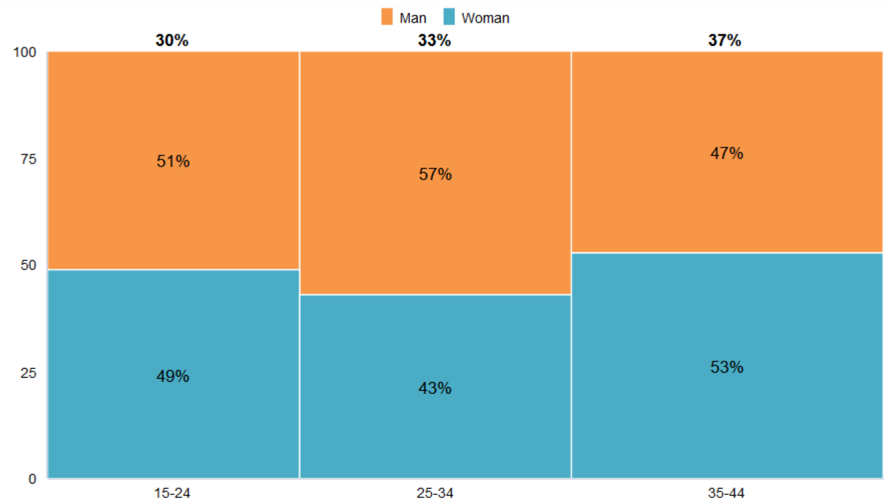
Here we see how Fixed wrapping of labels have been applied to the axes labels.



Here we see how the axes labels have been rotated.

3.1.2 Calculation logic

The calculation of the stacked result in the Marimekko works in same way as in any other chart type. The aggregated result (displayed on top of the stacked) is calculated based on the counts in the stack in exactly the same way as the aggregated result in a Treemap is calculated. Below we see a basic example. Gender is the selected question and Age the selected compare filter, in the table below the chart you see how the aggregated result was calculated.



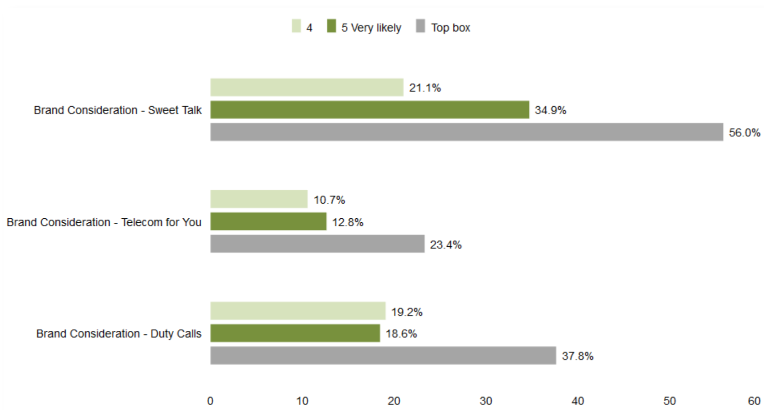
	Man (count)	Woman (count)	*Sum*	% share per age group
15-24	430	420	850	30
25-34	520	400	920	33
35-44	490	560	1050	37
Sum			2820	100%

3.2 Aggregated series - new calculation in charts and tables

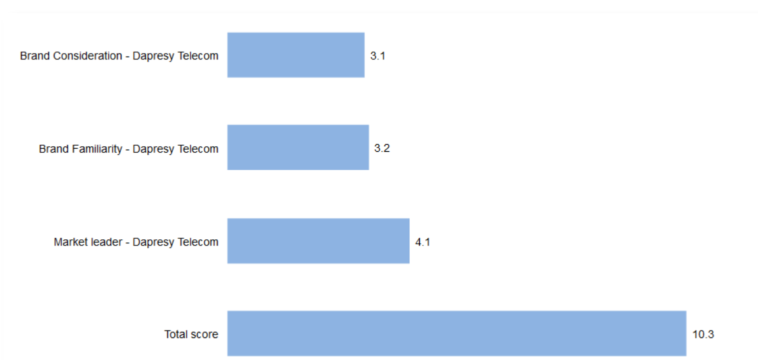
A new Aggregated result calculation has been added to the Storyteller charts and tables. The feature is like the existing Mean value series function, but it sums the values displayed in the chart/table instead of calculating the mean value. The new feature can be used to for example aggregate the result of questions to create an index or aggregate answers to create a top two box.

As the feature works in same way as Mean value series you can select if the Aggregates series will be shown in columns or rows (in tables) and in axes or legend (in charts). You can also select if the original values, the values that have been aggregated, shall be displayed or removed. Below you see a few different use cases where the new Aggregated series function have been used.

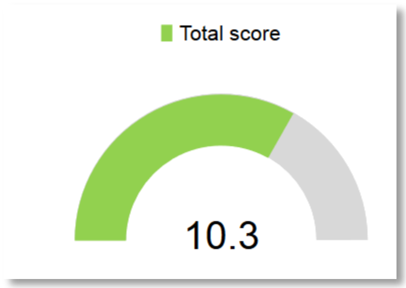
In this example the new Aggregated series function has been used to create and calculate the Top box value (usually a Top box is created via a Grouped answer but now you can use the aggregated series function to do the same). NB See note about rounding further down.



In this example a Total score index has been created by using the Aggregated series function. The Total score is the sum of the three image attributes in this example. Refer also to rounding explanation below.



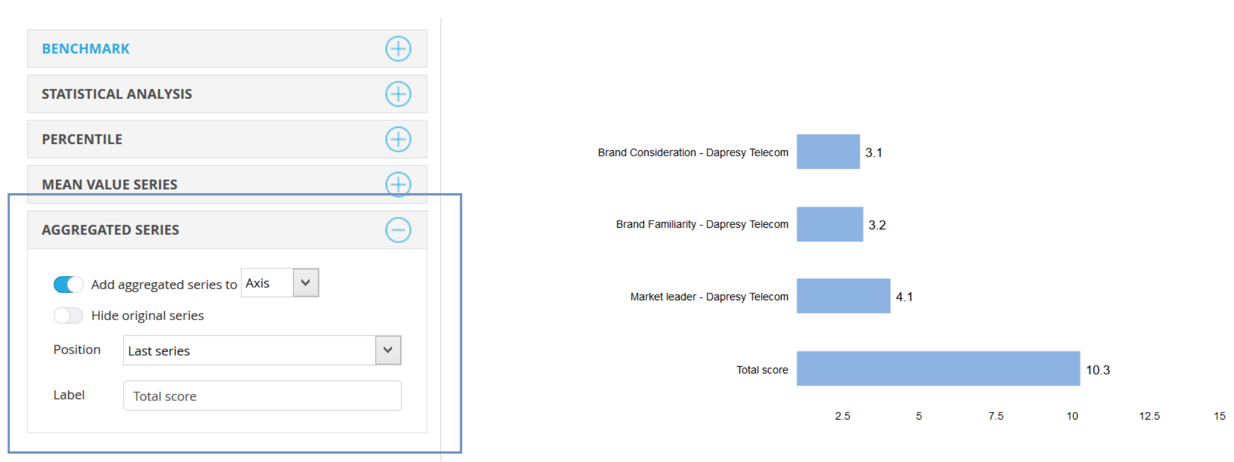
The example below is the same as the one above but in this case the ingoing image variables have been hidden and a Solid gauge is used to visualize the Total score result.



3.2.1 Setup of Aggregates series

The Aggregated series can be used in Storyteller charts and tables and the setup is made in the analysis tab in same manner as when setting up Mean values series.

The interface for setting up the Aggregated series:



To setup an Aggregated series follow the steps below:

- Select if the aggregation is to be on axis or legend (or rows or columns if it is a table object)
- Select if the original values shall be hidden or not
- If the Original series are not hidden you have to select position of the aggregated series, it can be displayed as the first or last series.
- Enter the label of the new aggregated series
- If the Aggregated series is displayed in legend in a chart you also need to select the color of the new series.

3.2.2 Calculation logic

The Aggregated series is function is summing up the values in the chart/table. The calculation uses all the decimals and not the rounded values displayed in the chart/table. In the image below you see an example of the calculation, as shown it uses all the decimals and not the rounded values.

Here we see an example of the calculation logic, all the decimals are used and not the rounded values.

	4	5 Very likely	Top box
Brand Consideration - Dapresy Telecom	20.7	21.5	42.2
Brand Consideration - Four	21.5	20.6	42.1
Brand Consideration - Swedish Telecom	18.5	19.2	37.7
Brand Consideration - Sweet Talk	21.1	34.9	56.0
Brand Consideration - Telecom for You	10.7	12.8	23.4

20.719073380957401
+21.471188019176999
=42.1902614

Note: The aggregation is not performed if any of the in-going results are "missing" which can be the case when for example aggregating items with different base sizes. If the result is 0 the aggregation will be made. Below you find two examples of these use cases.

In this example the Aggregated series has been used to calculate the Total index based on the Sales and Service touchpoint indexes. As shown the Total index is not being calculated for Dealer C as Dealer C does not have any data for the Sales index.

	Sales Index	Service Index	Total Index
Dealer A	88	98	186
Dealer B	75	87	162
Dealer C	-	98	-
Dealer D	86	76	162
Dealer E	79	99	178
Dealer F	91	95	186

In this example the Aggregated series has been used to calculate the Top box based on the 4 and 5. As shown the Top box is being calculated for Dealer C as the result of "4" is 0 and not missing.

	4	5	Top box
Dealer A	34	32	66
Dealer B	43	32	75
Dealer C	0	70	70
Dealer D	23	53	76
Dealer E	32	21	53
Dealer F	35	17	52

3.3 Respondent tables, new setting to manage Grouped answers

A new setting has been added to the Respondent table which allows you to select if the Grouped answers or the original answers (or both) shall be displayed in the table. This new setting is very useful when, for example, displaying a Recommendation question (NPS) in the table where the original answers are 0-10 and the Grouped answers are Detractors, Neutrals and Promoters, in a case like this it is highly likely that you want to display either the 0-10 or the Grouped answers which now is supported.

Here we see an example, in the left table the NPS column shows the original answers and in the right the Grouped answers.

CUSTOMER ID	DATE	NPS	COMMENT
18721	2011-02-03	7	vel venenatis nulla erat eu nisl.
18722	2011-02-03	4	amet ac mauris. In et mi eu dui
18723	2011-02-03	9	luctus metus nibh. Sed in aliquet orci.
18724	2011-02-03	7	Pellentesque ut purus
18725	2011-02-03	9	In magna leo, porta a adipiscing a,
18726	2011-02-03	9	posuere at dolor. Nullam facilisis, felis vitae
18727	2011-02-03	0	ipsum mattis quam lacinia aliquam sit
18728	2011-02-03	4	eros.
18729	2011-02-03	4	in dolor. Duis semper feugiat fringilla. Cras faucibus
18730	2011-02-03	9	Sed ligula leo, adipiscing a viverra ut, fringilla

1 2 3 Next Last

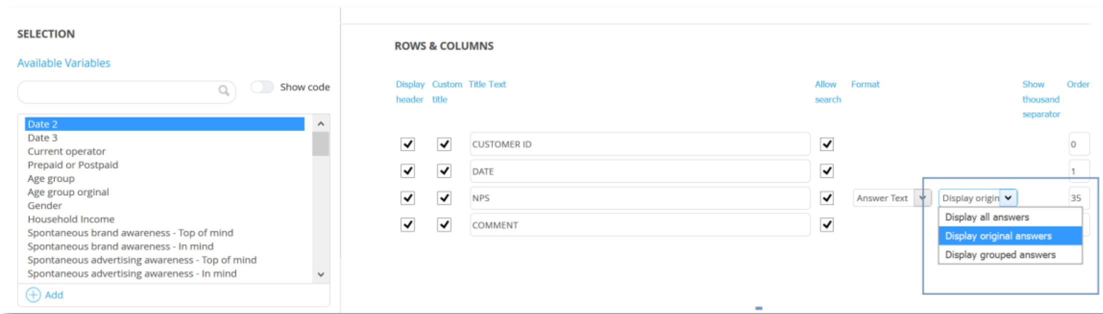
CUSTOMER ID	DATE	NPS	COMMENT
18721	2011-02-03	Neutral	vel venenatis nulla erat eu nisl.
18722	2011-02-03	Detractor	amet ac mauris. In et mi eu dui
18723	2011-02-03	Promotor	luctus metus nibh. Sed in aliquet orci.
18724	2011-02-03	Neutral	Pellentesque ut purus
18725	2011-02-03	Promotor	In magna leo, porta a adipiscing a,
18726	2011-02-03	Promotor	posuere at dolor. Nullam facilisis, felis vitae
18727	2011-02-03	Detractor	ipsum mattis quam lacinia aliquam sit
18728	2011-02-03	Detractor	eros.
18729	2011-02-03	Detractor	in dolor. Duis semper feugiat fringilla. Cras faucibus
18730	2011-02-03	Promotor	Sed ligula leo, adipiscing a viverra ut, fringilla

1 2 3 Next Last

3.3.1 Setup

To select which answers to be displayed in the table enter the setup mode of the Respondent table and use the new control highlighted in the image below, the setting is made per question for total flexibility and you can select to display the Original answers, the Grouped answers or both (all answers as it was prior to this release)

Here we see the new control for defining what to be displayed in the table.

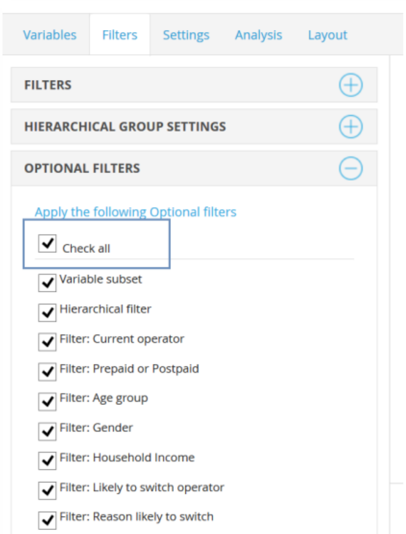


Note: The option "Display all answers" is selected by default in all the existing tables so these behave exactly like before. In all newly created tables the default value is set to "Original answers".

3.4 Object setup, new Check all option for Optional filters

A new "Check all" option has been added to object setup in the Optional filter panel which makes it more efficient to include/exclude filters in large projects with many filters.

Here we see the new "Check all" option.


Variables
Filters
Settings
Analysis
Layout
FILTERS
HIERARCHICAL GROUP SETTINGS
OPTIONAL FILTERS
Apply the following Optional filters
Check all
Variable subset
Hierarchical filter
Filter: Current operator
Filter: Prepaid or Postpaid
Filter: Age group
Filter: Gender
Filter: Household Income
Filter: Likely to switch operator
Filter: Reason likely to switch

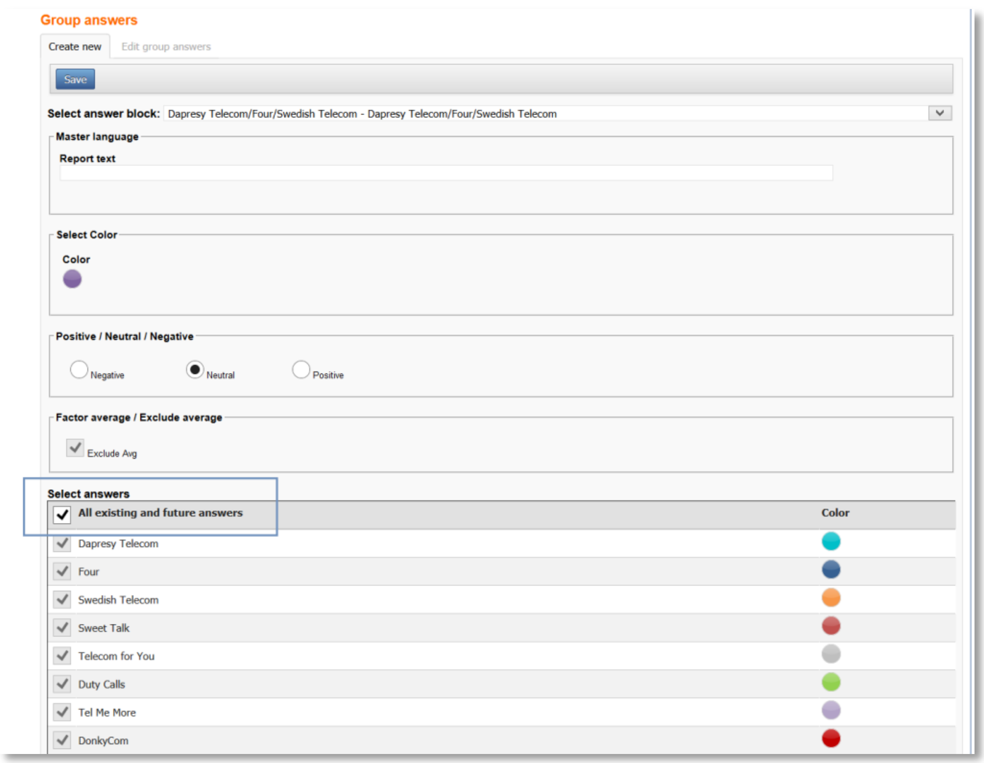
4 Data administration

4.1 Improvements in Grouped answers

The Grouped answer functionality has been improved when using the Grouped answer to create Totals. A new option makes it now possible to include both all existing and future added answers automatically in a Grouped answer which results in less manual work in projects where new answer alternatives are added continuously.

To include all existing and future answers in a Grouped answer tick the option highlighted in the image below.

Here we see the new option for including both all existing and future answers in a Grouped answer.



5 Enfesys

5.1 Locking logic in Form

A new "locking" logic has been implemented in the Enfesys process to prevent two or more users working simultaneously with the same alert case (i.e. same respondent). The new logic locks the Form links in the Respondent table if another user already is working with the current alert case, the link becomes locked until the user closes the Form.

Here we see an example of a Respondent table with a locked Form link. In this case the particular Form link is locked (not possible to click) as "John Andersson" already is working with the current case. As shown in the image the tooltip displays by whom it is locked and what time it became locked.

Review	Respondent ID	Country	Segment	NPS	phonenumber	Alert Status
Review	1	Sweden	A	2	3536324	Inprogress
Review	2	Sweden	A	3	353242	New
Review	3	Sweden	A	4	465323	New
Review	5	Sweden	A	3	3364536	New
Review	6	Sweden	A	2	46536	New
Review	12	Sweden	A	4	6574747	New
Review	13	Sweden	A	2	47474748	New
Review	14	Sweden	A	4	660606	New
Review	[illegible]	[illegible]	B	2	3536324	Inprogress
Review	17	Sweden	B	3	473637	Inprogress

Locked by Andersson John *at* 11:50 (2019-01-22)

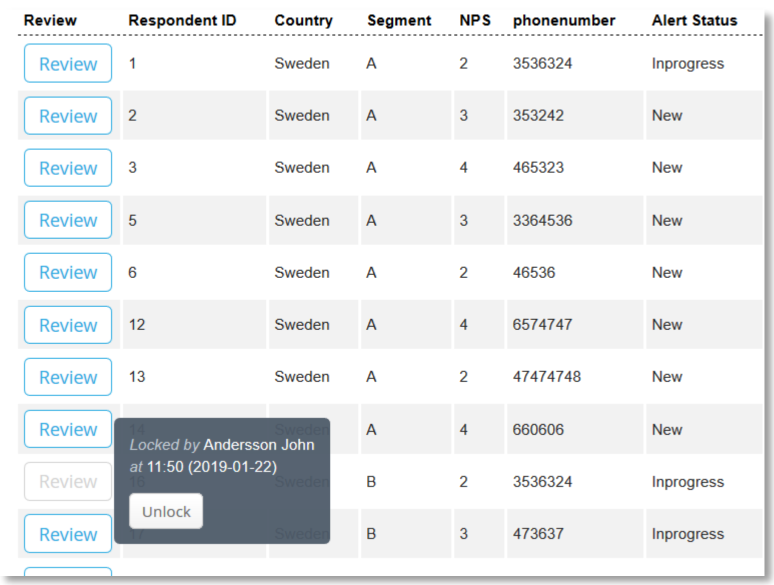
The new Locking logic is applied by default in a newly created project, it is not applied by default in existing projects, see next chapter for how to enable the locking logic in your projects.

The logic is only applied to Forms with editable content, if a Form does not contain any Input variables the locking process is not applied as in these cases it does not matter if one or more users have the same Form open as no changes can be made.

The Form link will be unlocked when the user closes the Form. The link will not be unlocked if the user closes the browser or for example turns off the computer. In these cases the Form will become unlocked automatically after a certain time period, the default value is 120 minutes. This means that a user by maximum can work in a Form for 120 minutes and then the Form is unlocked automatically. If a user still is active in the Form when the time limit expires a warning message is displayed 10 minutes before the Form will be unlocked. The time limit is configurable in the Project settings page, see next chapter.

The Administrator user will always have the ability to unlock a locked case, in the image below you see the same example as above but in this case the logged in user is an Administrator.

Here we see how an Administrator can unlock a case. The "unlock" button is only displayed for the Administrator users and not for Report users.



Review	Respondent ID	Country	Segment	NPS	phonenumber	Alert Status
Review	1	Sweden	A	2	3536324	Inprogress
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Review	5	Sweden	A	3	3364536	New
Review	6	Sweden	A	2	46536	New
Review	12	Sweden	A	4	6574747	New
Review	13	Sweden	A	2	47474748	New
Review	14	Sweden	A	4	660606	New
Review	16	Sweden	B	2	3536324	Inprogress
Review	17	Sweden	B	3	473637	Inprogress

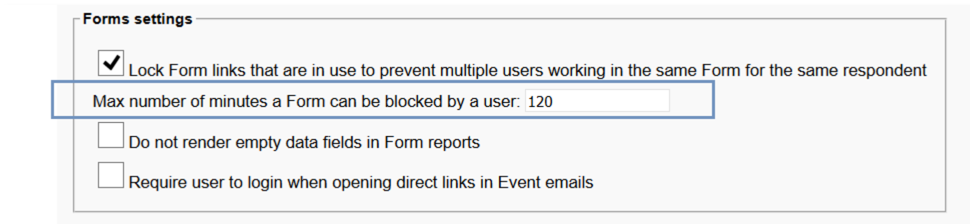
5.1.1 Configure the locking logic

The Locking logic is applied by default in all newly created projects, it is not applied by default in existing projects created before this release. It is recommended to turn the logic on to prevent simultaneous updates of the same case, leading to potential data loss. To turn the locking logic on/off enter the Project settings page and the Form area, see image below.

Here we see the setting for turning the locking logic on and of

In this area you can also define the number of minutes a Form maximum can be locked, the lowest supported value is 15 minutes, the default value is 120 minutes.

Here we see the control for defining the maximum number of minutes a Form can be locked.



5.2 Input variable with Report users as answer alternatives

In an Enfesys process where alerts will be assigned to Report users instead of units, the setup requires an Input variable holding all the Report users as answer alternatives. Previously this type of Input variable had to be created and maintained manually which was time consuming in projects where users constantly were added and removed as manual updates of the Input variable were needed. This process has now been improved as a new type of Input variable can be created which automates the update. By using the new type “Report user variable” all the Report users are added as answer alternatives automatically, the answer list will also be updated automatically when Report users are added, removed or edited in the project so no manual updates of the Input variable are needed

When using this new Report user variable in a Form it is also possible to limit which Report users are to be displayed in the list. This is to prevent that an alert case is assigned to a Report user without relevant access rights to the current respondent. The limitations are based on data of the selected respondent and the access rights of the Report users.

If a respondent for example belongs to “Sweden” and the “Sales” touch point the list of Report users in the Form could display the users with access to both “Sweden” and “Sales” only, when a respondent belonging to “Germany” and the “Service” touchpoint is selected the same list will display the Report users with access to “Germany” and “Service” only.

Chapter 5.2.1 described how to create the variable and chapter 5.2.2 how to limit the content when using this variable in a Form.

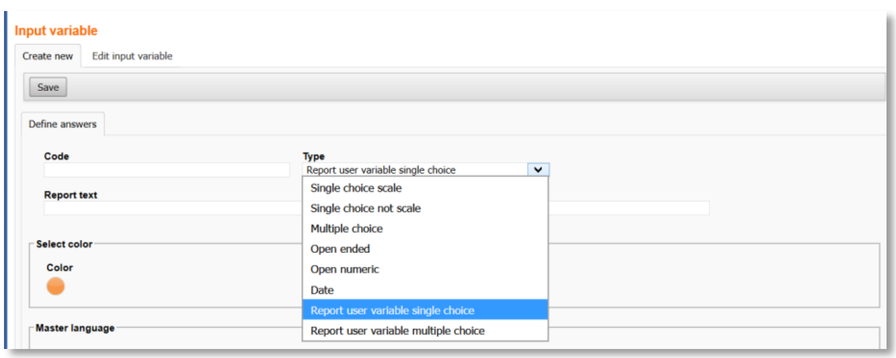
5.2.1 Create/Edit the Input variable with users

Below you see a summary of the functionality of the new Input variable type:

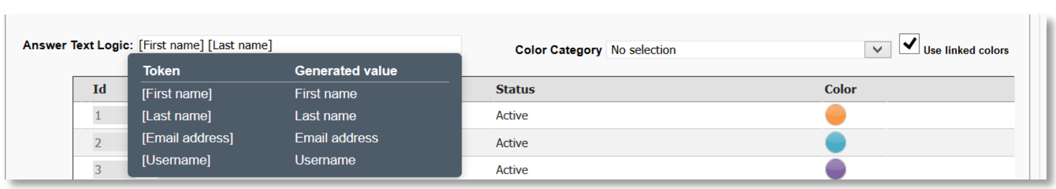
- The new type “Report user variable” can either be multiple choice or Single choice, what to select depends on how the work flow process has been designed, can a case be assigned to multiple users or just one user?
- The answer list of the Input variable is updated automatically when Report users are added, deleted or edited in either the project (manually updated or updated via Excel uploads) or updated in the new global Report user page
- The structure of the Answer alternative texts is defined with “tokens” like for example “[Last name] [First name]”
- The order of the answer alternatives is always alphabetic
- A Report user that has been deleted from the project is still kept in the Input variable but with the suffix “Removed” (see example further down). The purpose of keeping an answer alternative of a deleted user in the Input variable is to have the ability to for example reassign cases or to allow reporting on the deleted Report users. The deleted Report users can be deleted from the Input variable manually as long as no data is assigned to this answer option.

The new type of Input variable holding all the Report users are created in the Input variable page, follow the steps below:

- Enter Input variable page and the Create new tab
- Enter a Code and Question text of the variable
- In the Type list select either “Report variable single choice” or “Report variable multiple choice”



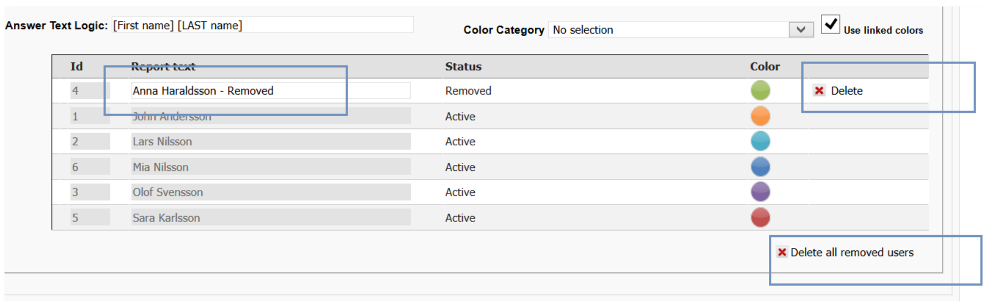
- In the “token” area enter the desired format of the Answer alternative text. The available tokens are shown in the interface when entering the text field for defining the answer text logic.



- Save

As stated above a deleted Report user is still kept in the Answer list of the Input variable, the deleted users are shown with “Removed” as suffix as shown in the image below. The answer alternative text of deleted Report user can be edited if needed and these options can also be deleted manually. To delete these answer alternatives you can either delete these options one by one or all at the same time, see these options in the image below.

Here we see the options that can be used to delete an answer alternative of a deleted Report user.

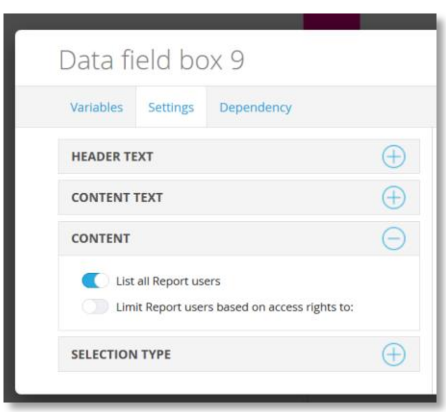


5.2.2 Use the Input variables with Report users in a Form

When the new Report user variable is added to a Data Field in a Form it is possible to define if all Report users (all answer alternatives) shall be shown or if the Report users shall be limited based on access rights of the users and the data of the respondents to prevent that a case is assigned to a user without access right to the respondent.

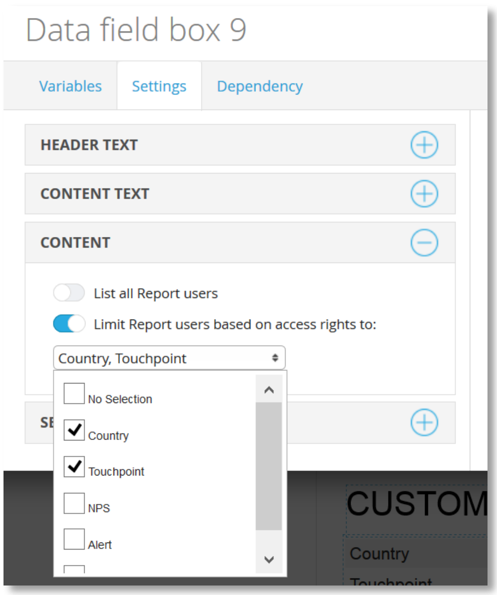
When the Data Field shows a Report user Variable a new panel appears named Content in the sheet Settings as shown in the image below. In this panel you can define if all Report users shall appear or if the list shall be limited based on Report user access rights to filters.

Here we see the new setting to limit which Report users to appear in the list.



The default setting is to list all the Report users but by ticking the option "Limit Report users based on access rights" you can select which Filters to be used for limiting which users to be appear in the list.

Here we see an example where Country and Touchpoint have been selected to for limiting which users to be included in the list.



Below we see an example of the logic used to limit the Report users. The table to the left shows the data in the project, the table in the center shows the Report users and their access rights and the table to the right shows which Report users to be listed when each respondent is opened in the Form.

DATA

Resp id	Client ID	Country	Touchpoint	Score
1	53435	Germany	Sales	2
2	2425	Germany	Sales	2
3	73886	Sweden	Service	0
4	73422	Sweden	Sales	3
5	15246	Sweden	Service	1

REPORT USERS

User	Country access	Touchpoint access
UserA	Sweden	Service
UserB	Sweden, Germany	Sales
UserC	Sweden	Sales
UserD	Germany	Sales
UserE	Sweden	Service
UserF	Sweden	Service, Sales

LISTED REPORT USERS

Resp id	Users
1	UserB, UserD
2	UserB, UserD
3	UserA, UserE, UserF
4	UserB, UserC, UserF
5	UserA, UserE, UserF

5.3 New support for sending out the same Event email multiple times

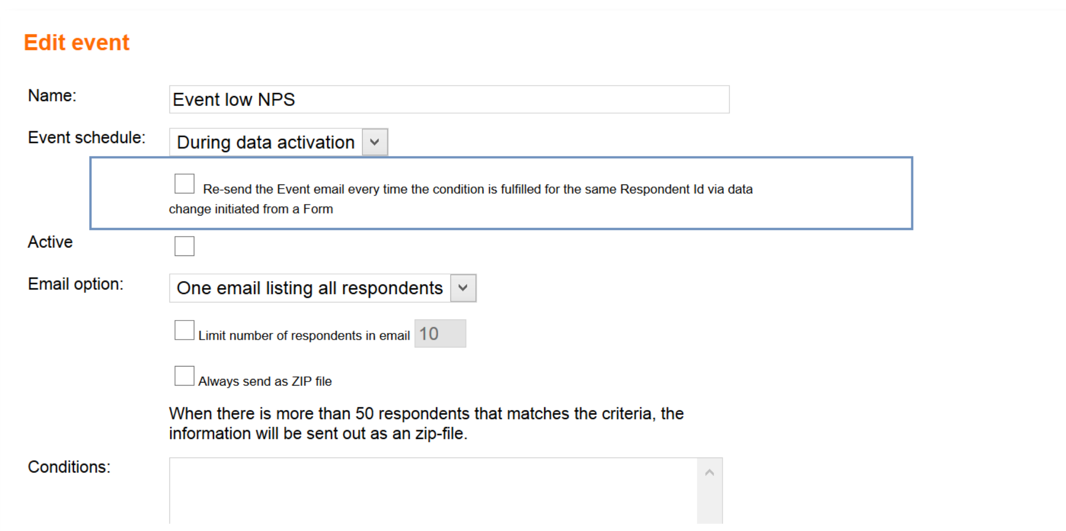
The Event emails have previously only been sent out to a certain Report user **one time** per Event and Respondent id combination but a new setting makes it now possible to send out the Event emails **every time** the condition becomes fulfilled via an update in a Form.

By using the new setting a process can be created where an alert case can be assigned back and forth between different Report users where an email is sent out to the user every time a case is assigned to him/her (by not using the new setting the Event email will only be sent to the user the first time the case is assigned to him/her and not the second and subsequent times).

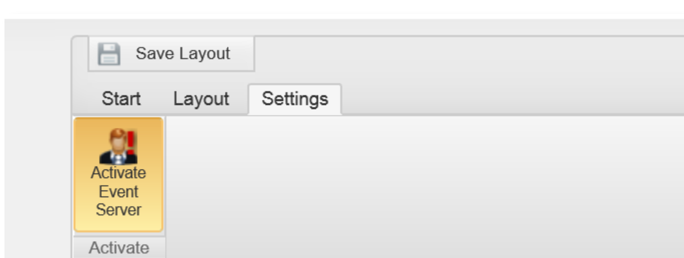
5.3.1 Setup

The setting for whether the system sends Event emails multiple times to the same Report user and respondent id combination is defined per Event in the Event setup page (the first image below highlights the new control in the Event setup). The Events must be triggered when the Form is saved, so the "Activate Event server" option must also be enabled in the Form setup, see second image below.

Here we see the new control, this option should be ticked if the same Event email shall be sent every time the condition becomes fulfilled via a data change in a Form. (The new control is only displayed when "During data activation" is selected in the Event schedule list as only these type of Events are triggered when the Form is saved.)



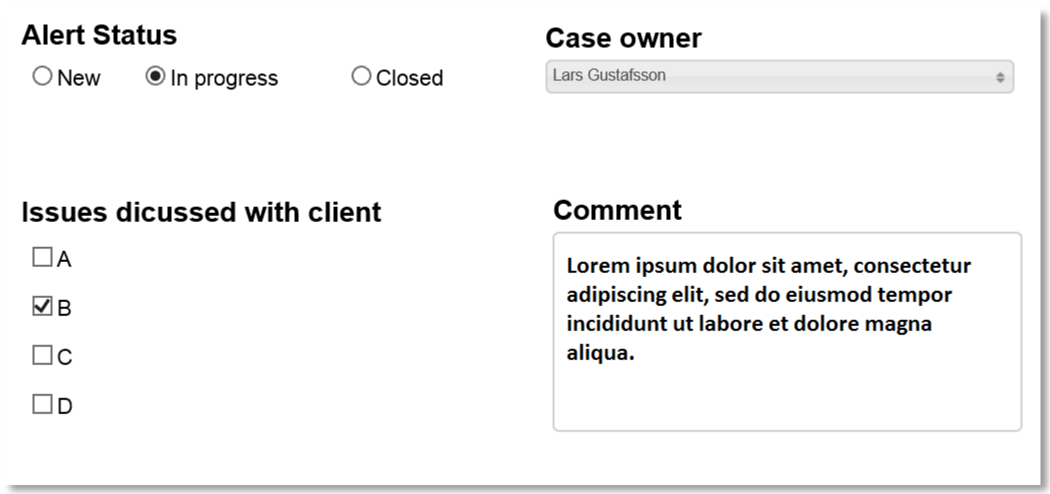
Here we see the existing Activate Event server option in the Form setup that must be activated.



Note: The email will only be sent a second or subsequent time when any of the variables used in the Events* are updated when the Form is saved. These variables can either be updated directly, via a change in the Form, or indirectly via a dependency on another variable that are updated in the Form.

If the Form is saved without any change in the variables used in the Events*, Event emails will not be sent out.

Here we see an example of a Form, in this example the case Owner variable is used in the Event so the Event email will not be send out if, for instance, the Comment field is updated only.



*A variable can be used in the Events in either the Conditions, the Filter or in the “Filter by access right” setting in the Event setup.

6 Multi Factor Authentication (MFA) Support

6.1 Verification of user access

It is possible to set at customer level the requirement to enter a code sent to the registered email of the Report user to provide an additional level of security. This prevents the unauthorized sharing of accounts to other users and ensures that by removing access to the corporate mail account, the individual user can no longer access the system even if the account in Dapresy Pro has not been deactivated.

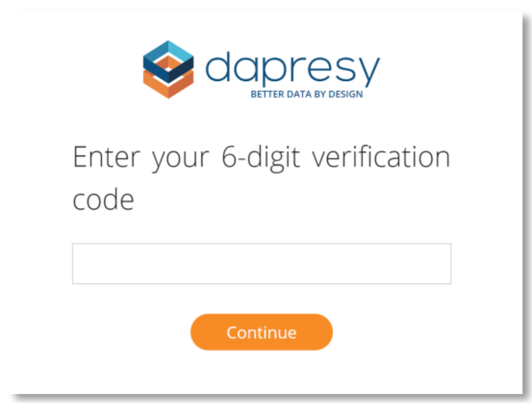
6.2 Setup of Multi Factor Authentication

This is defined at customer level. Dapresy support can enable this for you as required. It will apply to all the Report users and all your projects.

6.3 Use of Multi Factor Authentication

When logging in a new screen will be presented after entering correct user name and password which asks for the extra verification code. The code is mailed to the email address for the relevant account. There is a configurable timeout for the entry of the code, this can be amended by Dapresy Support.

Here we see the new screen, presented after entering the correct user name and password, which asks for the extra verification code.



Enter the code to access the project as normal. This screen and e-mail can be branded to match theming applied elsewhere to login screens.