



Welcome to "Clarify Happenings" News from Dovetail Software

Issue 9.15

[Dovetail Agent 6](#) recently shipped, and the one-word description: *Fast!*

With improved performance throughout the application, it's now a true Single Page Application, which means *faster navigation*. Often-used queries, such as **My Work**, **My Tags**, **Queue Listings**, as well as *user-defined queries* have significantly improved performance. In addition, the Navigation Menu is now accessible in every single page of the app, greatly improving the navigation speeds. The Navigation menu can be hidden on the console pages, allowing content to expand & fill the page.

Great for those users who love seeing as much data as possible!

The screenshot shows the Dovetail Agent 6 interface. At the top, there's a navigation bar with 'Dovetail', 'Create Case', 'Create', and 'Reports'. A search bar and user profile 'Annie Agent' are on the right. The main area is titled 'My Work' and shows a table of cases. The table has columns for ID, CONDITION, TITLE, CONTACT, SITE, and STATUS. There are also filters for Case (12), Subcase (6), and Solution (5). The table shows three rows of data.

ID	CONDITION	TITLE	CONTACT	SITE	STATUS
1004	Open	Something interesting goes here	Joe Demo	American Motors	In Progress
1383	Open	need a copy of check # 9875	Valerie Leonard	Grinkmeyer and Leonard Wealth	In Progress
1562	Open	How to adjust the entrance exposure rate within specs	David Byers	Seton Medical Center	In Progress

[More About Dovetail Agent 6](#)

Other Product Updates

We've also recently shipped updates to:

[Dovetail SelfService](#)

[Dovetail Carrier](#)

[Dovetail Seeker](#)

[Dovetail SDK](#)

Want to keep up with new product releases?

Subscribe to the [Dovetail Product Release feed](#) to stay in the loop.

Agent Tips & Tricks

Here's a few tips and tricks for Dovetail

Agent users:

[Using Batch Actions within Dovetail Agent to close many cases at one time.](#)

[Seek and ye shall find – the power of Search in Dovetail apps](#)

[File Uploads in Dovetail Agent](#)

KPIs

How likely would you be to recommend Dovetail	100%
Overall satisfaction with Dovetail	100%
Quality of Products	92%
Value Received	91%
Ability to meet your needs	92%
Technical Competency of Staff	92%

How'd We Do?

Each year, we survey several customers asking for feedback on our products & services. Here's what a few of our customers had to say:

"Dovetail Software has been exceptionally responsive to our needs for technical expertise on existing applications and requested product enhancements. Their knowledge and technical skills are outstanding, and our sourcing team has expressed their appreciation for Dovetail's reasonable rates when submitting SOWs and bids for changes requested by our business users."

"Thank you for all your help + patience over these past few weeks, and I'm sure for weeks to come. You and your team have been invaluable resources in getting us to our goal of releasing Agent to our company."

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Microsoft Partner

Silver Application Development

Microsoft Partnership

We've *once again* re-qualified as a **Microsoft Certified Partner** with the Application Development Competency. We are proud to enter our 11th straight year as a Certified Partner, allowing us to stay abreast of the latest technologies and updates from Microsoft, making sure our applications are fully-tested and compatible with *today's* Microsoft platforms.



Employee Updates

We're super excited to have **Josh Arnold** back on our team. Josh was with us back in 2010/2011, and helped lay a lot of the groundwork for our current set of web applications. He's one of the core committers of [FubuMVC](#) (which is the framework we use for our web apps) along with a number of other tools that we use on a daily basis. His craftsmanship is evident in the latest version of Dovetail Agent and Dovetail SelfService. You can check out Josh's blog at <https://lostechies.com/josharnold/>

Want to improve your Clarify environment?

Our [Infrastructure Upgrade Services](#) enable your organization to achieve better performance and supportability of your Clarify system with far less effort & cost than the standard approach. If you're running an older version of Clarify and need to upgrade your database or operating system, Dovetail allows for that without upgrading your Clarify application.

Dovetail also provides tailored [Health Checks](#) for your Clarify system. Whether your team is struggling with performance issues & complexity brought on by years of customization or you just need someone to help you take a fresh look at how a properly-configured Clarify system would benefit your organization, we have the experience to help.

In addition, check out our [Clarify Help Desk Program](#) - our support team is here to assist you! Click [here](#) for examples of Help Desk Support Cases and see how this program can improve efficiencies.

[Learn More About our Professional Services](#) |



"SaaS and various other hosted CRM offerings came along & the enticement of a less-costly upfront expenditure showed promise."

In his recent blog, [David Greyson](#) discusses whether or not SaaS would be right for you in [Considering SaaS to Replace Your Amdocs/Clarify Legacy Deployment?](#)

Good Reads - *For the Techies*

Craig Jennings discusses why we recently [moved from Grunt to Gulp](#) for our front-end automation tasks.

Gary Sherman discusses [using task sets beyond task manager](#), and outlines an example of how we now have an additional hook to do custom workflows or actions – *without* customizing Dovetail Agent.

[Sam Tyson gives a good run-down on using behaviors in Dovetail Agent](#) - a great way to reduce code complexity and duplication.

[Barrett Sonntag](#) has written a nice post which details [Unit Testing a JavaScript app using RequireJS with Mocha, PhantomJS, Chai & SinonJS](#).

If you like this, you might also like his post on [writing custom extensions for the Remarkable JavaScript Markdown parser](#).

You can stay up-to-date on *all* of the Dovetail blogs by [subscribing to our RSS feed](#).