



What's happening at Dovetail - April 2015

Product Updates

Our product team continues to enhance [Dovetail Agent](#), and has been receiving great feedback from users. [Case history enhancements](#) make it easy, quick, and pleasant to read cases; [broadcasts](#) and [notifications](#) keep users informed without leaving the app; new [query capabilities](#) are powerful and intuitive; and [tagging](#) allows greater flexibility in organizing and tracking work.

See how we've taken solutions from boring to kick-ass with rich text, inline images, and videos. These rich solutions are now available in [Dovetail Agent](#) and in [Dovetail SelfService](#).

We recently launched [Dovetail Agent Reporting](#), which is a full-featured, web-based reporting module that allows non-technical end users to create reports and dashboards without IT support. Users can create text-based reports, charts and graphs, and rich dashboards. Reports can be exported into CSV, Excel, and PDF formats, and the Automated Report Scheduler allows reports to be run and emailed automatically.

Want to keep up with new product releases? Subscribing to our [Dovetail Product Release feed](#) will keep you in the loop.

New Customers

[Commonwealth Financial Network](#) is a recent customer to join the Dovetail family. We're excited to be working them as they make the move from the Clarify Client to Dovetail Agent, as well as roll-out the entire Dovetail suite, including Dovetail Carrier and Dovetail Seeker.

[Lionbridge](#) is another recent customer also in process of migrating from the Clarify Client to Dovetail Agent.

[Xerox](#) recently joined our list of [Clarify Help Desk](#) customers. The Clarify Help Desk program offers technical support for your Clarify/Amdocs implementation - with a cost that is typically 50% of standard Amdocs support. And this includes support on older versions of Clarify, so there's no need to upgrade to remain under a support contract.

Good Reads

If you're pondering what to do about a rapidly aging underlying infrastructure that your important legacy Clarify/Amdocs deployment resides on - check out David Greyson's post on why [Clarify Infrastructure Upgrades Continue to Grow in Popularity](#).

If your staff lives on group chat like our staff does, you might be interested in Gary Sherman's post on [Integrating Clarify/Dovetail with your group chat app](#).

For our existing support customers, you probably know you can submit support cases through our [Dovetail SelfService](#) site. But did you also know that you can search the knowledgebase, download the latest versions of products, access product documentation, and access your license keys? Learn more in [Exploring the Dovetail Support Center](#).

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