



Pacific Knowledge Systems

New Features in RippleDown: Version 7.5

This document focuses on New Features in RippleDown.

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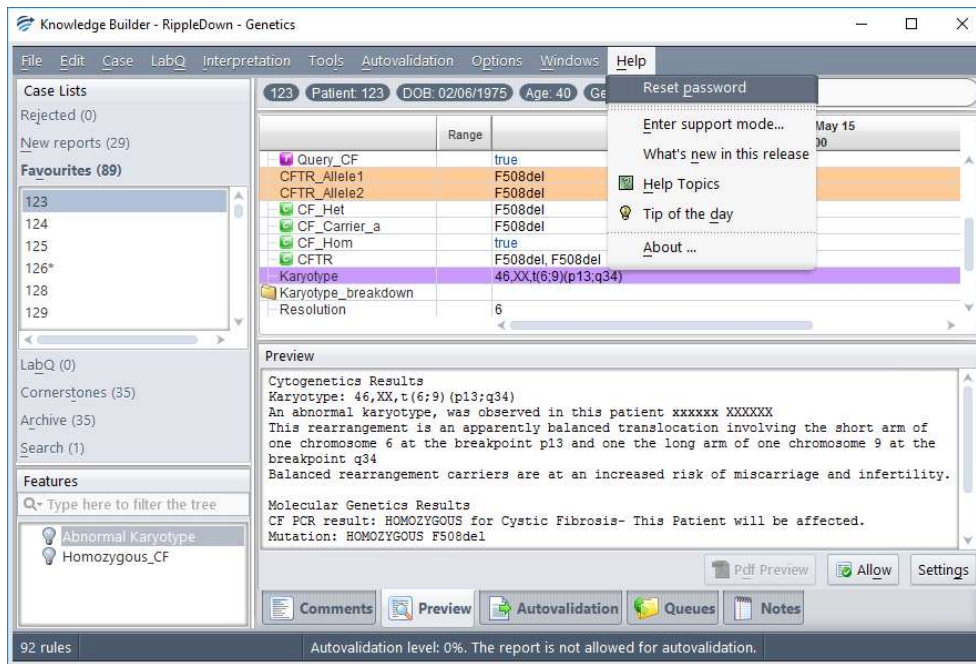
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Security

Below is a list of the upgraded security features now available in RippleDown®.

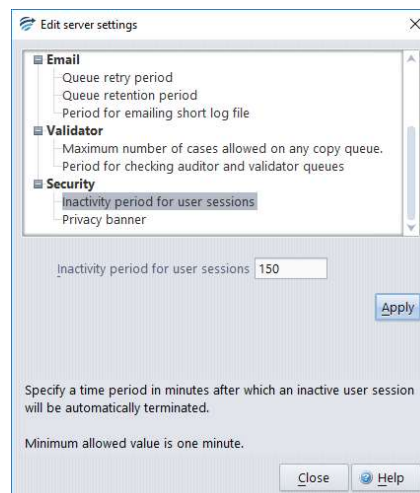
Passwords

To enhance security, passwords in RippleDown® are now case sensitive. Passwords can contain upper case, lower case, numbers and special characters. Users also now have the ability to change their passwords without the assistance of the system administrator. To change your password, just select 'Reset password' from the help menu of any module.



Automatic Log Out

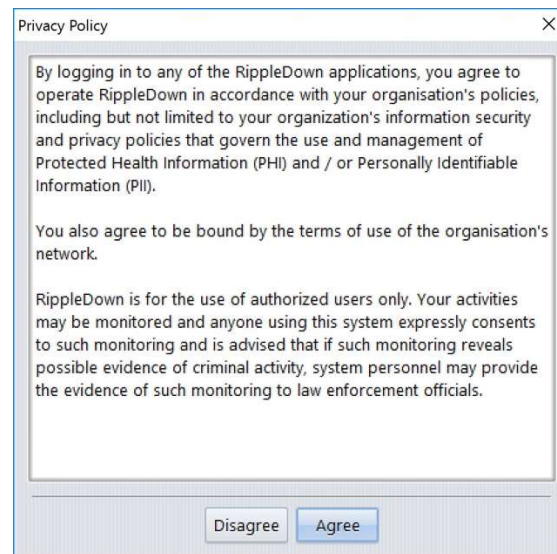
System administrators are now able to define a time period of inactivity after which, the application will automatically log out. The time period has a range of 1-1500 minutes and can be customised to meet customer requirements.



Automatic log off will also occur for any clients that are online at housekeeping (usually 2am). To configure the inactivity time out, select 'Edit server settings' from the Tools menu of the Administrator and adjust the security settings.

Privacy policy

System administrators are now able to include a reference to the organisational privacy policy that all users will need to agree to in order to use the system. This message is entirely configurable and is an optional new feature.



Log Files

PKS has now ensured that all PII/PHI (Personally Identifiable Information/Protected Health Information) has been removed from RippleDown® log files. System administrators also now have the ability to restrict log file transmission from their system if desired. Log files are used to measure system performance and in the past, this task was usually taken on by PKS. It is now possible for system administrators to turn this functionality on or off. To find out more speak to an application specialist or contact support@pks.com.au

Knowledge Builder

Below is a list of what is new in the Knowledge Builder for the latest release of RippleDown®.

Improved Case Searching

Enhancements have been made to improve the user experience when searching case lists. Searching is now faster than in previous versions of RippleDown® and this will be more noticeable in larger knowledge bases.

Spell Checker

The dictionary has been upgraded to have a limitless capacity- now knowledge builders and validators can add an unlimited amount of words to the dictionary. This is particularly useful when multiple languages are in use.

Anonymisation of Data

RippleDown® now has the facility to anonymise any data within a knowledge base. To find out more speak to an application specialist or contact support@pks.com.au

Validator and Auditor

Below is a list of what is new in the Validator and Auditor modules for the latest release of RippleDown®.

Maximise View

The review screens in both Validator and Auditor now include a maximise/minimise function for ease of viewing.