



Release Notes

Version 4.334

Summary:

The 4.334 release delivers an all new functionality of Contact assignment and distribution specific to Salesforce EDA (Education Data Architecture) which helps assigning users to various contact records (like, Student record type) and provides an additional capability for re-assignment of the contact record based on the fields' update.

Enhancements done in the Version

Module/ Area	Feature Updates	Description
Round Robin Assignment	Contact Assignment based on the team criteria in a round-robin manner	Contact assignment feature enables Admins/ Team & Program Managers to allocate users to the contact records which enables the stakeholders to carry out contact assignment when a contact is inserted into the system on a real-time basis
Distribution <u>to</u> the Default Owner	To introduce a delay while assignment or volume management	Distribution of the contact records to a Default owner to introduce a time lag between assignments done to the actual team members. This also works when the team has exhausted the capacity of the number of records that can be allocated at a time
Distribution <u>from</u> the Default Owner	Distributing contacts from the default owner to the best available user in the teams defined	The distribution cycle runs in periodically (ranging from a few minutes to nightly) checking the default owner for contacts to assign out to the best available user in the team fulfilling the business rules for assignment.
Re-assignment ability	Re-assign contact away from the current user giving someone else the ownership	Re-assigns the record away from the team member to either some other member to follow-up or someone in other team based on the field update done

Please reach out to us in case of any help with the Version Updates-

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