



GOMOCHA FSP RELEASE NOTES

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Version: Gomocha FSP 5.2.2.0

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GOMOCHA FSP RELEASE NOTES

Summary

Gomocha is proud to announce Release 5.2 of its Gomocha Field Service Platform (Gomocha FSP). There are many new and exciting features and functionalities that have been added to the platform, as well as quality and stability improvements that are aimed at maintaining our commitment to a high-quality product for our entire user community.

NEW FSP PORTAL MENU STRUCTURE AND STYLING

What it is:

We've redesigned the side menu in the Gomocha FSP Portal to make it more intuitive and easier to use. With the new layout, it's faster to find what you need, and fewer clicks are required to reach key functions.

What it does:

The updated menu simplifies navigation across the platform. It's currently available as an optional feature that can be enabled in the System Settings.

Why it matters:

Efficient navigation saves time—and time is money. A cleaner, more logical menu structure helps users work faster and with less frustration.

Value delivered:

- Reduces the time spent on Portal actions.
- Easier understanding for new users.

FSP EMAIL TEMPLATES SUPPORTS NOW MORE PARAM OPTIONS

What it is:

We've added a list of new parameter options to the email template section so it is better possible to personalize the email. The parameters make it possible to personalize (customize) the email body and subject.

What it does:

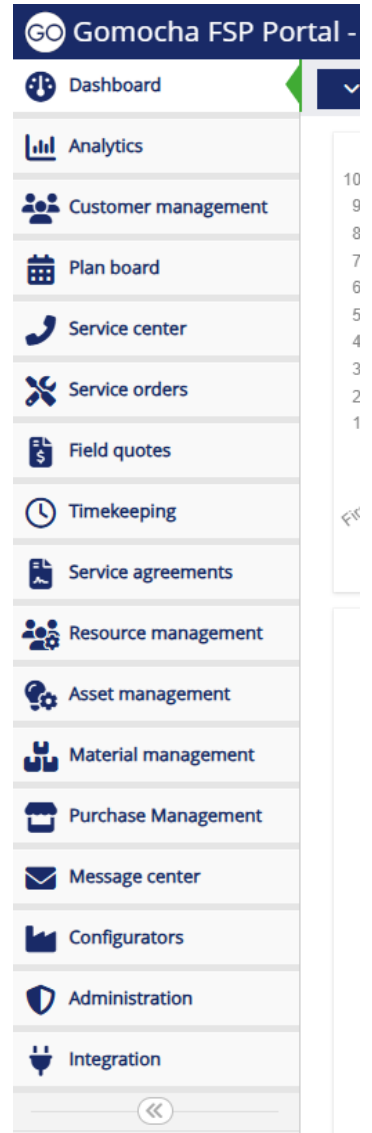
The email template form can be setup so that more details can get added to the email body and subject so that the customer notice it is an email for him and not spam.

Why it matters:

Personalization in emails makes the receiver more engaged and improves their customer experience.

Value delivered:

- Customer Engagement.



GOMOCHA FSP RELEASE NOTES

FSP PORTAL ABILITY TO EXPORT ASSET DETAILS TO EXCEL

What it is:

We've added an option to export a selected asset to Excel to have it more easy to adjust existing asset data and use an existing asset as an example for filling out new assets in Excel to import then more easily.

What it does:

The selected asset details get saved into an Excel file that is in a format so that it can also get imported into the FSP Portal.

Why it matters:

Efficient way of working saves time—and time is money.

Value delivered:

- Reduces the time spent on Portal actions.

DEFAULT SELECTION OF PRIMARY CONTACT PERSON ON QUOTE CREATION

What it is:

When creating a new quote in the App or Portal, the contact person will now automatically be prefilled with the primary contact person configured for that customer. If no primary contact is set, the current logic still applies.

What it does:

This update streamlines the quote creation process by reducing manual input and potential errors. The contact person list will also clearly mark the primary contact (e.g., "(primary)").

Why it matters:

Automatically selecting the right contact improves accuracy and speeds up the quoting process, especially for repeat customers or during busy periods.

Value delivered:

Faster quote creation
Reduced chance of selecting the wrong contact person
Improved customer communication

API SUPPORT FOR UPDATING EXTERNAL ID ON CUSTOMERS

What it is:

You can now update the external ID of a customer via the Gateway API, similar to how it's already possible for assets.

What it does:

The new ChangeCustomerKey interface allows you to synchronize customer identifiers when changes occur in external ERP systems.

Why it matters:

Seamless integration with ERP systems avoids broken links due to changed IDs, keeping customer data consistent and accurate across systems.

Value delivered:

Easier synchronization between ERP and FSP
Reduced manual adjustments and API errors

GOMOCHA FSP RELEASE NOTES

BULK UPDATE REQUIRED ENGINEER FOR ORDERS

What it is:

You can now bulk update the "Required Engineer" field for multiple orders from the Portal.

What it does:

The update adds the required (and preferred) engineer fields to the bulk update functionality, enabling planners to quickly reassign tasks.

Why it matters:

Helps planners respond quickly when an engineer becomes unavailable for a period, avoiding delays in service delivery.

Value delivered:

Faster replanning of affected work orders
Improved resource management and service continuity

AUTOMATED MAINTENANCE ORDERS PER VISIT WITH DYNAMIC ACTIVITY TYPES

What it is:

We've enhanced the automated maintenance creation job so it now supports a configurable sequence of activity types based on visit number.

What it does:

Each maintenance visit can now have a different activity type and duration, based on a new configuration on the contract. The system tracks visit order and cycles through configured types, starting over when the list ends.

Why it matters:

Enables support for maintenance strategies that alternate between light and extensive visits, tailored to the asset's lifecycle and usage.

Value delivered:

More accurate and flexible maintenance planning
Better alignment with contractual service agreements

IMPORT ASSET FROM EXCEL DIRECTLY FROM CUSTOMER PAGE

What it is:

An "Import from Excel" option is now available directly on the customer page, under the "Add asset" button.

What it does:

This makes it quicker to import new assets without needing to navigate to the import/export section.

Why it matters:

Reduces steps and improves usability for users who frequently add multiple assets at once.

Value delivered:

Shorter navigation flow
Faster asset onboarding

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EXPORT EXISTING ASSET TO EXCEL IMPORT TEMPLATE

What it is:

You can now export an existing asset directly to the Excel template used for asset imports.

What it does:

This helps users edit asset data more easily by using a known structure, and simplifies importing updated or copied assets.

Why it matters:

Streamlines asset data management and minimizes errors during manual updates.

Value delivered:

Reduced data entry effort
Reusable asset templates for bulk updates

CUSTOM SUBJECT FIELD FOR EMAIL TEMPLATES

What it is:

You can now define a custom subject for each email template in the Message Center.

What it does:

The new subject field supports parameters, making it possible to personalize subject lines for different message types.

Why it matters:

Customized email subjects improve clarity and relevance for recipients, leading to better engagement.

Value delivered:

More professional and targeted communication
Higher recipient open rates

EXTENDED EMAIL TEMPLATE PARAMETERS FOR ORDER MESSAGES

What it is:

More parameters are now available for email templates related to order feedback, order planning, service reports, and questionnaires.

What it does:

These additional parameters make it easier to include detailed and dynamic order-related information in both the email body and subject.

Why it matters:

Providing context-rich emails improves user understanding and trust in the communication they receive.

Value delivered:

Better informed customers
Improved communication quality

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FSP PORTAL – IMPORT OPTION UNDER “ADD ASSET” ON CUSTOMER PAGE

What it is:

We've added an option to import assets directly from the customer page, accessible via a dropdown under the "Add Asset" button.

What it does:

This feature allows users to quickly upload multiple assets in bulk using an Excel import, streamlining the asset creation process directly within the customer context.

Why it matters:

Users no longer need to navigate away from the customer page to perform imports, making the workflow more intuitive and reducing clicks.

Value delivered:

- Simplifies and speeds up asset management
- Improves user efficiency by reducing navigation steps
- Supports better data handling through structured imports

FSP PORTAL – EXPORT EXISTING ASSET TO IMPORT EXCEL TEMPLATE

What it is:

We've added an option to export an existing asset directly into the Excel import template, making it easier to replicate or update asset data for future imports.

What it does:

The selected asset's details are exported into an Excel file that matches the format required for importing assets into the FSP Portal. This allows users to use real data as a reference or starting point for bulk asset uploads.

Why it matters:

It simplifies the process of creating or editing asset entries by providing a ready-made template with actual asset data, reducing errors and manual effort.

Value delivered:

- Speeds up bulk asset creation and updates
- Reduces manual entry errors
- Improves accuracy and consistency in data imports

FSP PORTAL – ABILITY TO SET SUPPLIER FOR MATERIALS

What it is:

We've added the ability for users to set and assign a supplier to each material within the portal.

What it does:

Users can now define the supplier information directly when managing materials, ensuring that each material record is linked to the appropriate vendor.

Why it matters:

This enhancement improves transparency and traceability in material sourcing, helping users manage inventory more effectively and streamline procurement processes.

Value delivered:

- Improves supplier tracking and accountability

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- Enhances data accuracy in material records
- Supports more efficient procurement and stock management

FSP PORTAL – ABILITY TO MANAGE SUPPLIERS

What it is:

We've added functionality that allows users to create, edit, and manage supplier records directly within the FSP Portal.

What it does:

Users can now maintain an up-to-date list of suppliers, including details such as supplier name, contact information, and associated materials, all from within the portal.

Why it matters:

Centralized supplier management improves data consistency and streamlines the procurement workflow, making it easier to associate materials with the correct suppliers.

Value delivered:

- Enhances control over supplier information
- Improves procurement efficiency
- Reduces administrative overhead and manual tracking

FSP PORTAL – ABILITY TO CREATE PO SERVICE ORDERS FOR FORECASTED MATERIALS

What it is:

We've added a feature that allows users to generate Purchase Order (PO) Service Orders directly from forecasted materials within the FSP Portal.

What it does:

Users can now review forecasted material needs and create corresponding PO Service Orders to ensure timely procurement and availability of materials for upcoming work.

Why it matters:

This streamlines the procurement process by linking forecasting with ordering, helping to avoid delays and ensuring that materials are available when needed.

Value delivered:

- Improves planning and procurement efficiency
- Reduces risk of material shortages
- Supports better alignment between forecasting and operational needs

FSP PORTAL – ABILITY TO CREATE PO SERVICE ORDERS FOR ITEMS BELOW MINIMUM STOCK LEVEL

What it is:

We've introduced a feature that allows users to automatically create PO Service Orders for items that fall below their defined minimum stock levels.

What it does:

When stock levels drop below the minimum threshold, users can quickly generate a PO Service Order to replenish inventory, ensuring optimal stock availability.

Why it matters:

This helps maintain inventory levels efficiently, prevents stockouts, and ensures uninterrupted operations by enabling proactive reordering.

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Value delivered:

- Reduces manual monitoring of stock levels
- Prevents delays due to missing materials
- Supports efficient and automated inventory management

FSP PORTAL – ABILITY TO REGISTER RECEIVED MATERIALS

What it is:

We've added a feature that allows users to register and confirm the receipt of materials directly within the FSP Portal.

What it does:

Users can now mark materials as received, update quantities, and confirm deliveries against PO Service Orders, ensuring accurate inventory tracking.

Why it matters:

This improves stock accuracy, streamlines material handling, and ensures that the inventory reflects real-time material availability.

Value delivered:

- Enhances inventory accuracy
- Improves transparency in the supply chain
- Reduces administrative workload and manual tracking

FSP PORTAL – ABILITY TO TRACK THE PROGRESS OF ORDERED MATERIALS

What it is:

We've added functionality that allows users to track the status and progress of ordered materials directly within the FSP Portal.

What it does:

Users can view real-time updates on material orders, including order confirmation, dispatch, transit, and delivery status, all in one place.

Why it matters:

This provides greater visibility into the supply chain, reduces uncertainty, and enables better planning for upcoming work.

Value delivered:

- Increases transparency of material orders
- Improves planning and coordination
- Reduces follow-up time and manual status checks

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Important Notes

LOCATION TRACKING DISABLED FOR IOS APP

With release of iOS12, Apple is stricter in checking and approving new apps in the iOS store. As a result of these checks, Apple notified us that location tracking (GPS) is no longer allowed. For this reason, we had to change the App and disable the ability to retrieve location information when the app is running in background. This means that the position information of the App users will be updated only if the App is actively used by the engineer.

INSTALLATION REMARKS

Gomocha FSP R5.2 and newer will only supported on SaaS environments

Gomocha FSP can only get installed on the environments hosted by Gomocha!

FSP Installer

FSP Installer is now the only way to install or upgrade the platform. There are PowerShell scripts with the installer to have all the validations around stopping components and starting components automated.

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Release Information

Release number: Gomocha FSP R5.2.2

Release date: June 6th , 2025

VERSIONS

This release includes the following components:

The versions highlighted in [blue](#) have been updated since the last release.

Name	Version
Dynamic APP	5.2.2
Gomocha FSP Android APK	5.2.2
Gomocha FSP iOS	5.2.2
Gomocha FSP Windows 10 (laptop / tablet)	5.2.2
Asset Webservice	5.2.2.0
Authentication API	5.2.2.0
BizTalk API Web/User/Order Services	1.1.0.237
BizTalk Connectors	1.1.0.237
BizTalk ServiceBus	1.1.0.237
Client Communication Service Bridge	1.1.0.237
Client Communication Webservice	5.2.2.0
Communicator	5.2.2.0
Customer WebService	5.2.2.0
File Provider	5.2.2.0
Financial WebService	5.2.2.0
Flow Transition WebService	5.2.2.0
Gateway API	5.2.2.0
Gateway File Adapter Webservice	5.2.2.0
GeoCode WebService	5.2.2.0
GeoCoder	5.2.2.0
Gomocha Admin Tools	5.1.2
Gomocha FSP Customer Portal	5.2.2.0
Internal API	5.2.2.0
License Updater	5.2.2.0
MailTool	5.2.2.0
Order Webservice	5.2.2.0
Portal	5.2.2.0
Quote Webservice	5.2.2.0
Server Database	5.2.2.0
Report Viewer	5.2.2.0
Signature WebService	5.2.2.0
Stock WebService	5.2.2.0
VersionInfo Webservice	5.2.2.0

GOMOCHA FSP RELEASE NOTES

FEATURES AND IMPROVEMENTS

New features:

Resolved items in R5.2.0.0:

ID	Title
	Upgrade all components to .NET 8
28209	As a portal users I would like to have a direct link to open the customer search from the menu
29354	Extend Swagger page Gateway API with missing info
38264	As an planner I would like that the next maintenance orders will be created after an maintenance order is completed with different types of activity type per visit
38755	As a portal user I would like to have a more self-explaining side menu

Resolved items in R5.2.1.0:

ID	Title
34493	Default select primary contact person from customer on create Quote
36461	As an organization I would like to be able to adjust the external id for an customer via the API Interface
36577	As a portal user I would like to have the option to bulk update the required engineer
38264	As an planner I would like that the next maintenance orders will be created after an maintenance order is completed with different types of activity type per visit
39065	As a portal user I would like to have the import option available on the customer page as option under the "Add asset" button
39066	As a portal user I would like to have the option to export an existing asset to the import Excel template for importing
39628	Portal - Mailtool - Add new field to Message center-Message template, Message subject - Make subject customizable
39656	As an portal user I would like to have more parameters on the email templates to create more detailed email messages
39838	FMPBODEBR Adding new fields to the BODEBRIEF
39955	As a Portal User I want to click a hyperlink to directly view all data in a CustomTable of an EntityReference field

Resolved items in R5.2.2.0:

ID	Title
39065	As a portal user I would like to have the import option available on the customer page as option under the "Add asset" button
39066	As a portal user I would like to have the option to export an existing asset to the import Excel template for importing
39748	As a portal user I would like to be able to set the supplier for the materials
39749	As a portal user I would like to be able to manage the Suppliers
39750	As a portal user I would like to create PO Service Orders for forecasted materials
39751	As a portal user I would like to create a PO service Order for items that are below the minimum required stock level
39752	As a Portal user I would like to be able to register received materials
39753	As a portal users I would like to be able to track the progress of the ordered materials

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QUALITY IMPROVEMENTS

Quality improvements:

Resolved items in R5.2.0.0:

ID	Title
35660	Unable to delete a Flow Item
36617	Customer Portal When use timeslot picker to change scheduled time of a planned order, I receive an error
36948	Cannot "SAVE AND PLAN" while Engineer field is blank
37244	unable to sign quote in customer portal
37328	App Status registered in the app ('Functie hersteld' (17)) is not always getting received on the server.
37348	Activity_MaterialMutations connected to the wrong activity
37561	Portal Maps Not able to see order details when "Show orders from orderlist on the map" filter is selected
38088	Customer portal service report is not clickable
38185	Portal The color of my assigned time plan in the timeline are not showing the right color
38356	Gateway API FMPBOASSET messages are exported, while "Only export items imported by this client" is checked
38402	App Repository to load contract data errors out
38433	App can't start on Samsung Galaxy Tab 9 (Android devices without NFC)
38436	Error on getting Attachment from Gateway Service
38445	Cannot update Engineer Group and Engineer from Order details screen
38472	Fmp 360 App wordt automatisch opgestart Fmp 360 App will start automatically
38496	Communicator Orders reappearing as Interrupted in app
38504	Portal Required Engineer field not saving on Create Project and Edit Project
38523	ClientCommunicationService - Attachments added in the app are not allways received on the server and debrief-export is not send to ERP
38612	Question lists cannot be exported from one organization and imported to another correctly
38631	APP Quote sign field images not saved
38656	Customer Portal Translation issues
38684	Portal Can't edit Questionnaire details
38728	Portal Drag & drop orders to planboard are not planned
38732	Changing color in Time plan result in disappear new color lines in timeline view of plan board.
38735	Not able to change appointment type for all orders in order confirmation screen - PBI33264 not working as expected
38737	When selecting a different status in Order Confirmation screen I see all statuses 3 times
38739	Portal Freeze when changing Status in Order Confirmation Screen - PBI33264
38797	Work Order Number not displayed in Assignment Overview on Project Page
38799	Appointment Duration Defaults to activity type duration Hours instead of the set duration on the details for Automatically or Manually Created Appointments on a project
39051	Gomocha app keeps popping up again and again (Android)
39089	Customfields added in Call Intake automatically after the update
39215	App Not all attachments are received in the Portal from thea app
39426	Cannot add fields to customer advance search

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Resolved items in R5.2.0.1:

ID	Title
39559	Can't add assets to order
39867	Mailtool Emails to customer are send without attachment
39898	Appointment Duration Defaults to activity type duration Hours instead of the set duration on the details for Automatically or Manually Created Appointments on a project

Resolved items in R5.2.0.2:

ID	Title
39901	Cannot edit questionnaires

Resolved items in R5.2.0.3:

ID	Title
40136	FlowTransitionService Orders are not getting updated by the FlowTransitionService since the latest update to R5.2.0

Resolved items in R5.2.0.4:

ID	Title
40141	Quote-Webservice Can not get prices for quoting from the app
40190	FlowTransitionService is not running after the last installation on May 5 th

Resolved items in R5.2.0.5:

ID	Title
40236	FlowTransitionsService - Order not automatically changing from "Created to be Enriched" to "Unplanned"
40295	Quote-webservice The quote-webservice is now logging errors about unauthorized

Resolved items in R5.2.1.0:

ID	Title
36822	App - When changing Asset type it showed double checklists
36939	2 search results for one order
37075	View on Map button is not working when clicked on Asset debrief details
37098	FSP APP: Create Quote from Work Order is not working
37151	Unable to open orders on plan board and FMP360 search for UAT NO.
37181	Mailtool Debriefs not generated as the report mail status is stuck at 4 when the mailtool is restarted and report generation was in progress (reports generated but status not changed to 5)
37338	Orders with Material mutation error are not exported
37347	FMP360 - Wrong amount on quote
37678	Missing installation count on job / Planned Maintenance in the agenda in FSP
38252	Portal Project-tab does not show the current status of the the project
38349	Portal translation key shown in the error message
38380	Portal When opening an order with an url, the order shows erro "entity is not found, please check your url and try again".
38466	New User not shown in User Management overview
38476	ITAB - Into FSPClient this new type of error appear
38577	Some filters cannot be removed when trying to remove
38613	Import\Export configuration is not executed entirely correctly
38617	When splitting order, the Created Sub orders do not have the correct duration.

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38657	Portal Total isn't correct when collecting orders under a project
38727	Document with + sign not able to open in the app
39029	When creating an copy from our planbord that has attachements we lose information
39037	Portal When an user has only asset-viewer rights, the user can create new assets in the Manage Assets section
39054	Portal Planboard 'Cancel Order' option on right click not working
39060	Discussion Thread Message iOS Error is shown when discussion thread functionality is loaded on screen (only iOS)
39190	Portal The registration of an workorder can not be edited in the portal with an follow-up reason
39195	Portal Portal environment is down and restarted at 10.41
39240	Portal ! Project is completed, but this is not visible on the project overview
39300	Widen the search section on the planboard doesn't work anymore
39351	Portal Search tab- Configuring new fields to search is not getting saved
39359	Can't add assets to WB2526414
39362	Performance of the communication of orders to the app is not stable and takes up to ca 30 minutes
39497	Is not possible to create quote from Asset in the android app
39499	Is not possible to include multiple assets in quote lines in android app
39538	Portal New Asset Management screen - Material dropdown only searches for 500 items
39674	Portal Error when trying to edit an questionlist
39810	Import & Export not working
39842	Communicator For one engineer there are orders created on a loop every 10 minutes

Resolved items in R5.2.1.1:

ID	Title
40465	Android App Engineers are not syning data from app to server and from to app

Resolved items in R5.2.2.0:

ID	Title
39041	App When re-opening the interrupt screen the reason is not stored as was set
39213	Portal - History isn't complete/correct
39326	APP Endtime in Agenda configuration sometimes shows other data notation
40037	When editing a Quote in the portal that is on the Inside sales and try to adjust the material quantity is not possible to type and only can change on centimal level
40045	Projects not editable in status inwerkvoorbreding
40225	Portal Planboard duration on projects is 0 when dragging to the planboard
40236	FlowTransitionsService - Order not automatically changing from "Created to be Enriched" to "Unplanned"
40243	Export Message FMPBOATTA and FMPBODEBR both has attachments in base64 format
40295	Quote-webservice The quote-webservice is now logging errors about unauthorized
40327	Business rules for hide or readonly Function Block quoteline show error message
40331	Opening inspection checklist results in error
40388	Portal Editing a project to add remarks auto-fills the Scheduled End Date, resulting in a saving error.
40465	App Engineers are not syning data from app to server and from to app
40575	Cannot Copy a Custom AnswerType when an Optionlist has a default answer
40590	Asset type field name is the same field name for contact type
40685	Portal Publish questionlist is not working

GOMOCHA FSP RELEASE NOTES

40698	App Technicians dont get orders synced from and to the app/
40781	Portal Import / Export of questionlist is having several issues
40819	Communicator stops sending orders when oder does contain special char
40947	Portal datasources are removed from questionnaire business rules when editing