

## **Announcing Docutek VRLplus v3.0.01**

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### **INTRODUCTION**

Docutek is pleased to announce the availability of the latest version of our virtual reference software, Docutek VRLplus v3.0.01. Please see below for more information, as well as instructions on how to apply or request the update for your system.

### **PATRON CHAT IMPROVEMENTS**

One of our goals for this Docutek VRLplus update was to improve the patron experience when entering the live chat portion of the software. Patrons are no longer required to perform a system configuration check before entering the chat area. This change will minimize the amount of time it takes for a patron to enter chat, as well as reduce the number of users who are confused by the configuration screen. Once the patron enters, librarians can start the cobrowse session with a patron "on demand", so you don't configure cobrowse unless you need it. On the librarian side, operators can now view patron information and accept the patron into their queue directly from the "New Patron Alert" window. This new feature, combined with an updated event processing infrastructure, allows for a smoother Live Chat experience.

### **CHANGES AND IMPROVEMENTS**

- Selective patron co-browse configuration; operator can interactively choose to engage patron for co-browsing when necessary. No longer is the patron configured for full co-browsing upon initial entry to Live Chat, reducing the time it takes the patron to enter chat.
- Ability for administrators to perform customization through the administrative interface (Virtual Desk Customization) including header, entry page elements, and many patron Live Chat flags and messages.
- Automatic email notification for assigned questions; when a question is assigned to a user they will receive an email containing a link to the assigned question.
- Updated event processing infrastructure resulting in a smoother Live Chat interaction experience, including smoother operation for multiple simultaneous chat users.
- UTF-8 support for patron interface. Patron interface text and messages can be customized (by Docutek staff), including language-specific Unicode characters.
- Operator image upload for more personalized Live Chat interaction.
- General user interface enhancements.
- Ability for operators to view patron information and accept Live Chat patron directly from the "New Patron Alert" notification window.

### **UPDATE INSTRUCTIONS**

This update needs to be scheduled with the Docutek Support team using our online support form at <http://www.docutek.com/support>. All you need to do is provide your contact information, and

the let us know that you want the v3.0.01 update applied to your system. If you have a date/time preference, please send that along as well, and be sure to include the time zone; you can select any time between 7am and 4pm PST. The update will most likely not require a reboot, but it will knock all patrons/librarians offline, so please select a time when your librarians are not online, or let them know that the update will be happening.

**MAINTENANCE REMINDER FOR HOSTED SYSTEMS**

On the first and the third Monday of each month Docutek will have an open maintenance window between 11:00 am and 1:00 pm PST for our hosted systems. During this time you may not be able to connect to your Docutek VRLplus website if you are using our hosting service. In addition, if you are using a Docutek cobrowse server you may not be able to configure properly while we are performing maintenance.

**JOIN THE DOCUTEK VRLPLUS USER GROUP**

If you have not yet joined the Docutek VRLplus User Group, we would recommend doing so. It is the best place to discuss the real-world application of your virtual reference system, and get recommendations from other users. To join, send an email to [virtualref@docutek.com](mailto:virtualref@docutek.com) with the word 'Subscribe' in the Subject field.

**CLOSING**

Thank you for choosing Docutek VRLplus as your virtual reference system! We are always looking to improve our product, so please send any comments or suggestions to your regional sales manager or Docutek Support using our online support form at <http://www.docutek.com/support>.

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