


MWRO Release Notes – January 2024

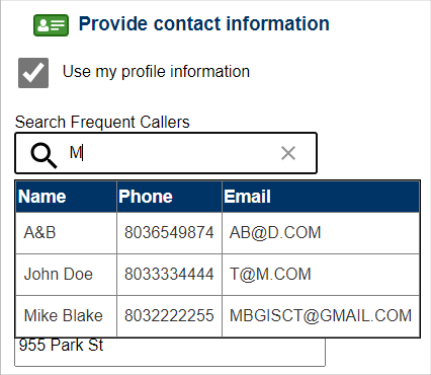
All of the updates to the MWRO application only affect internal SCDOT users.

1. **Frequent Callers.** Added the ability to search through MWRO frequent callers and retrieve contact information. Only a “Public user” can be set as a frequent caller. This feature resolves the error encountered with entry of an existing user as the MWRO caller. Existing users can be set as a frequent caller through the Users window which all internal SCDOT MWRO users can now access.

- a. Within the contact information area, internal SCDOT users will have a new Frequent Caller search dialog where the contact name, phone number, or email is used to search for an existing frequent caller.
- b. A partial search is available based on users’ input and

clicking the  button. The “X” in the search line clears the current contents. The search results appear below the search box, and clicking on a row from the search results will load that users profile information.

- c. Users must be manually added to the list of frequent callers through the Users screen. Click the MWRO menu and select “Users”. Search for an existing user of MWRO and then click the Frequent Caller option on the user account. Only Public users can be designated as frequent callers. For all other user types, the frequent caller option is disabled.



Provide contact information

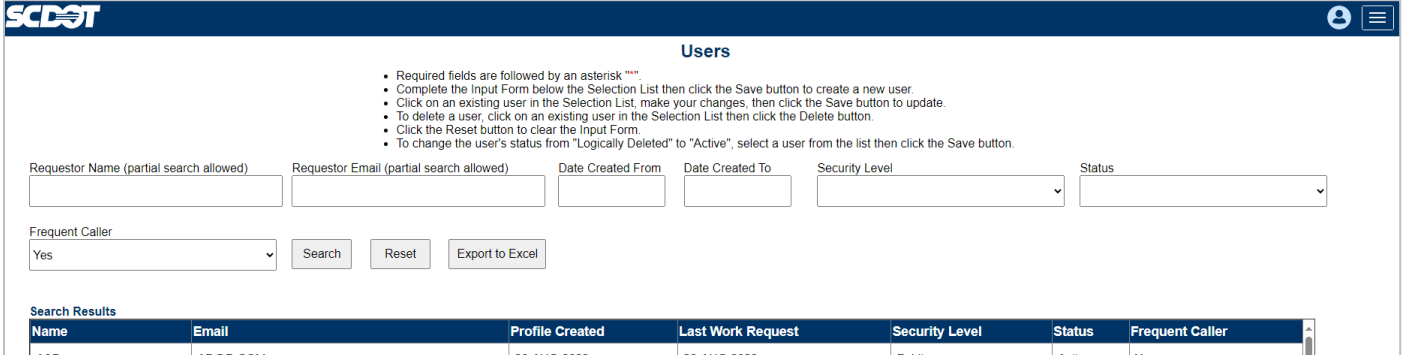
Use my profile information

Search Frequent Callers

Name	Phone	Email
A&B	8036549874	AB@D.COM
John Doe	8033334444	T@M.COM
Mike Blake	8032222255	MBGISCT@GMAIL.COM

955 Park St

2. **Users window** now available for all internal SCDOT users. A Frequent Caller search option that has been added to the search criteria. Remember to clear other search criteria such as date created which defaults to a period of 1 week. This option is not available to Call Center users.



Users

- Required fields are followed by an asterisk “*”
- Complete the input Form below the Selection List then click the Save button to create a new user.
- Click on an existing user in the Selection List, make your changes, then click the Save button to update.
- To delete a user, click on an existing user in the Selection List then click the Delete button.
- Click the Reset button to clear the Input Form.
- To change the user’s status from “Logically Deleted” to “Active”, select a user from the list then click the Save button.

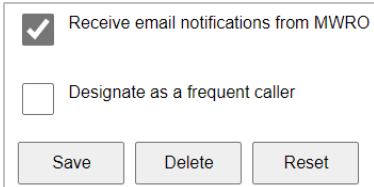
Requestor Name (partial search allowed) Requestor Email (partial search allowed) Date Created From Date Created To Security Level Status

Frequent Caller: Yes

Search Results

Name	Email	Profile Created	Last Work Request	Security Level	Status	Frequent Caller
A&B	AB@D.COM	28 AUG 2023	28 AUG 2023	Public user	Active	Yes

Once an existing user account is selected from the search results, there is an option on the account information to designate the user as a frequent caller. To turn off frequent caller status for a user, uncheck the “Designate as a frequent caller” option. Remember to Save these changes.



Receive email notifications from MWRO

Designate as a frequent caller

Save Delete Reset

3. **Crew Assignment.** For SCDOT internal users, the crew assignment option has been fixed when it passes the information to the work management system. Selected crew assignments are now passed from MWRO to the work management system.