

EFEASIBILITY V2.6 – RELEASE NOTES – V1.0





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2. Version History

Author	Revision #	Date	Comment
Mansi Kandhare	0.1	23-Jun-2023	Initial Document Creation
Mansi Kandhare	0.2	30-Jun-2023	Added the following <ul style="list-style-type: none">EF-119
Yogesh Inamdar	0.3	18-Jul-2023	Added Open Defects
Yogesh Inamdar	0.4	19-Jul-2023	Added the following Open Defects <ul style="list-style-type: none">TPTEF-3058TPTEF-3166TPTEF-3405TPTEF-3412TPTEF-3415TPTEF-3840TPTEF-3946TPTEF-3972TPTEF-4122TPTEF-4198TPTEF-4236TPTEF-4247TPTEF-4322
Yogesh Inamdar	1.0	20-Jul-2023	Initial Document Finalized

3. Purpose

The purpose of this document is to disseminate information to end-users (both internal and clients) prior to a new system release and detail the new features, important changes, fixed defects, and known issues. The end-users of the system may then use these Release Notes to evaluate if their intended use of the system will be impacted by the changes.

4. Scope

The scope of this document applies to the release of the following computerized system:

System In Scope	
System Name	eFeasibility
System Version	V2.6
Release Type	Minor



5. Definitions / Acronyms

Term	Definition/Description
JIRA	A proprietary issue-tracking product developed by Atlassian, used for bug tracking, issue tracking, and project management
TP	TransPerfect
TI	Trial Interactive
CFR	Code of Federal Regulations
CRO	Contract Research Organization
CTMS	Clinical Trial Management System
ER/ES	Electronic Record / Electronic Signature
(e)TMF	(Electronic) Trial Master File
iOS	Apple device Operating System
KPI	Key Performance Indicator
MTI	Multi-tenant Instance
SaaS	Software as a Service
SQA	Software Quality Assurance
TestRail	A web-based test management software that facilitates software quality assurance; it produces reports on a release candidate and documents the nature and category of bugs



6. System Overview

TransPerfect's Trial Interactive has been used successfully by TransPerfect customers for over 10 years in hundreds of Clinical Trials for the storage of critical trial documents as part of the Electronic Trial Master File. Trial Interactive's Platform is a web-based and mobile-enabled software-as-a-service (SaaS) application that provides eClinical solutions for eTMF as well as eFeasibility, Content Management, Learning Management, Study Start Up, Clinical Trial Management, and a variety of other tools used in the conduct of a Clinical Trial. The Trial Interactive Platform has the following features:

- An electronic Trial Master File archive that meets all regulatory, security, access, and storage requirements in all countries and regions.
- A fully hosted solution that is 21 CFR Part 11, Annex 11, ERES, GDPR, HIPAA, and GxP compliant.
- A single access point for all trial content and documentation for sponsor and site personnel.
- Support a series of TMF workflows, including document import and coding, quality review, audit and inspection, document certification, and the capture of other Clinical Trial documentation.
- A thin-client, consumer-grade user interface that supports most major browsers, as well as a mobile app that supports both iOS and Android phones and tablets.
- A flexible, configurable document management solution for Clinical, Quality, and Regulatory documentation that supports a series of review and authoring solutions.
- A full-featured eLearning system designed specifically for GxP compliance.

eFeasibility

eFeasibility is the configurable survey application within the Trial Interactive e-clinical platform. E-client feasibility workflows make it easy to select site contacts, configure questionnaires, schedule questionnaire emails to site contacts, collect responses and other essential documentation, analyze incoming responses with real-time reporting, and rank site contacts to reduce the cycle time and get qualified sites into study start-ups. eFeasibility has the following features:

- **Question Templates with Scoring:** eFeasibility allows our users to configure questions based on their clinical trial and business needs. The system is intuitive and easy to use, so creating your questionnaires is painless. Once you have configured your templates, you can then leverage them for future studies, saving time on designing questionnaires. Less time with setup means a quicker path to survey responses and site activation.
- **Contact Management:** eFeasibility provides an easy way to manage, import, and export distribution lists. Review the history of every survey and study to which a site contact has responded.
- **CDA Document Capture with E-Signature:** With our built-in CDA process and e-signature feature, eFeasibility streamlines this process for each investigator before or during the questionnaire responses collection.
- **Email Scheduling:** Schedule emails for sending questionnaires at specific dates and times.
- **Reports:** Clients can configure and export the response of a questionnaire into CSV or Excel files. Customize report headers and select survey response data to evaluate KPIs based on your clinical needs.
- **Intelligent Question Forms:** eFeasibility allows our clients to create complex, logic-based questions.
- **Integration with eTMF:** Site Feasibility responses are required in your TMF. With integration into our eTMF solution clients can easily add their responses into a designated folder in the eTMF room.
- **CFR 21 Part 11, ER/ES, GxP and Annex 11 Compliant:** eFeasibility maintains compliance with all current and emerging regulations critical to clinical operations.



7. Release Overview

eFeasibility v2.6 is a release focused on new features. This document is the specific Release Notes for the v2.6 release.



8. Release Schedule

Once approved for release on the date noted below, this version will be deployed to the Multi-tenant (MTI) environment during the normal maintenance windows:

Schedule	
Date of Release	21-Jul-2023
Estimated US MTI Upgrade Date/Time:	21-Jul-2023: 3 AM EDT
Estimated EU MTI Upgrade Date/Time:	N/A
Date of Dedicated Client Upgrade:	For information about upgrading your dedicated instance to this new version, please contact your TransPerfect Project Manager.

9. Hardware and Software Requirements

The following describes the hardware and software requirements in order to use the eFeasibility v2.6 platform.

System Requirements	
Operating System	<ul style="list-style-type: none"> Windows Version 7 or higher All currently supported Mac OSX releases
Browser	<ul style="list-style-type: none"> Internet Explorer: Version 11 or later Edge: Version 20 or later (officially supported versions by Microsoft only) Chrome: Current release and previous Firefox: Current and ESR releases OS X Safari: Current release and previous NOTE: Microsoft® stopped supporting Internet Explorer™ 8 and Internet Explorer™ 9 in January 2016 and will stop support for Internet Explorer™ 10 in January 2020. Beginning with the release of TI 10, we no longer support Internet Explorer™ 10. Users accessing TI with this and older browsers will see, in some cases, a degraded experience and may have trouble using certain features.
Client Software	<ul style="list-style-type: none"> For Edit Online Support, Microsoft Office 2010 SP1 or higher Optional: Adobe Acrobat, Acrobat Standard, or Professional version 8 or higher may be installed in addition to the included PDF Viewer. For SAS Datasets, SAS Viewer or compatible software must be installed. The free version is available here: https://support.sas.com/downloads/browse.htm?fil=&cat=74
Optional Add-Ons	<ul style="list-style-type: none"> DocuSign Standard and DocuSign 21 CFR Part 11 (Latest Cloud Versions) Adobe Sign (Latest Adobe Document Cloud Version)

10. Changes

eFeasibility v2.6 has been released with these enhanced features and defect fixes.

This table uses the following definitions of customer Impact:

- **Critical** - A core functionality returns invalid results or does not function as expected.
- **Major** - This Defect has an impact on basic functionality.
- **Minor** - There may be a small impact on business in specific use cases.

A. NEW/ENHANCED FEATURES

Feature ID	Offering Impacted	Description	Config Change?	Enabled by Default?	Impact	Comment / Impact Analysis
EF-70	eFeasibility	This new functionality is useful for Managers for reviewing and approving/rejecting Feasibility responses. This new feature is an important improvement as it will allow users to distinguish between qualified and unqualified Sites for the Study.	NO	Yes	Minor	There is minimal risk in this new functionality as it just allows users to register the results of the Feasibility Form responses. Additionally, this is an optional functionality.
EF-102	eFeasibility	Sponsors/CROs often need to send out follow-up questionnaires to sites based on the initial form responses. With this new feature, Feasibility Managers too can send out Supplementary Forms to Sites and link the Supplementary Forms to the Main Form.	NO	Yes	Medium	There is minimal risk associated with this new feature. It will be useful for Feasibility Managers to create linked Forms for follow-up questions.
EF-117	eFeasibility	With this improvement, the Form Editor/ Manager would be prompted when setting up the Selection type question incorrectly. This will avoid problems in submitting the form when the last question has not been set up correctly.	NO	Yes	Minor	Editor and Manager Users: This improvement will remove the issues observed when the Selection type questions are not set up correctly, creating issues in submitting the Form.

Feature ID	Offering Impacted	Description	Config Change?	Enabled by Default?	Impact	Comment / Impact Analysis
EF-118	eFeasibility	This new feature allows Feasibility Managers to use the Form response and automatically create Sites in Trial Interactive eTMF and SSU.	No	Yes	Medium	This optional functionality will allow Managers to create Sites only in those Study Rooms where the Manager has been provided access, thus removing the risk of unauthorized Sites being created in the TI system.
EF-119	eFeasibility	With this improvement, any new Form created from an existing Form in the Library will be an exact duplicate and will not inherit the system-generated questions for the Form Type.	No	Yes	Minor	Editor, Manager: This improvement will save the Users the hassle of deleting unwanted questions when creating a new Form using a saved Form.

B. DEFECT RESOLUTIONS

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TPTEF-4314	eFeasibility	A task is performed to impart a hand cursor in the 'Create New Form' page for the 'Type' dropdown field for Internet Explorer browser users.	MINOR	This task enhances the system user interface across all browsers.
TPTEF-4478	eFeasibility	An incorrect arrow is displayed on the 'Overview' tab of the dashboard with several recipients.	MINOR	This bug has a minor impact on the system user interface. The resolution resets the 'up-down' arrow as expected.
TPTEF-4499	eFeasibility	A task is performed that replaces the hand cursor with an arrow cursor on the 'Create New Form' page.	MINOR	This task enhances the system user interface across all browsers.
TPTEF-4616	eFeasibility	A project activity with long text is not fully displayed within the project activity list on the 'Reports' page.	MINOR	This bug has a minor impact on the reports project activity tab. It restores the correct behavior and displays the complete name of the activity.
TPTEF-4640	eFeasibility	During exporting reports to xlsx format, the 'Date' in the 'Date Responded' column is not formatted as expected.	MINOR	This bug has a minor impact on the reports export. The resolution resets the correct Date format display.
TPTEF-4646	eFeasibility	A task is performed to apply validation breaks on the question creation process. This improved validation does not allow the users to create a question with multiple answers when one of the answers is blank.	MINOR	This task enhances the system validation process.

11. Open Defects

eFeasibility v2.6 has been released with these known issues. This table uses the following definitions of severity:

- **Critical** - A core functionality returns invalid results or does not function as expected.
- **Major** - This Defect has an impact on basic functionality.
- **Minor** - There may be a small impact on business in specific use cases.

Ticket(s) ID	Offering Impacted	Description	Affects Version	Impact	Comment / Impact Analysis
TPTEF-3058	eFeasibility	The first answer choice disappears when making it a required question.	2.0	MINOR	Low Impact. The issue is known to occur only in Internet Explorer. The User is required to re-enter the answer option.
TPTEF-3166	eFeasibility	Search by 'Recipient' does not work well when the search string contains special characters.	2.1	MINOR	Low Impact. The Users can filter results from the Reports section to achieve desired results.
TPTEF-3405	eFeasibility	Unnecessary rows appear in the email during the mass update.	2.1	MINOR	Low Impact: The additional row in the notification email remains blank and should be ignored.
TPTEF-3412	eFeasibility	Origami Document reflects the dates by server Time Zone instead of User Time Zone.	2.1	MINOR	Low Impact. The issue has no direct impact on any of the functionality.
TPTEF-3415	eFeasibility	The custom contact field is not deleted from 'Available Columns' in the 'Report Configuration' Dialog.	2.1	MINOR	Low Impact. The Users can ignore this field, as it does not impact the functionality and only provides an additional field in the generated reports.
TPTEF-3840	eFeasibility	A bold style for section description doesn't work	2.2	MINOR	Low Impact: The User can use regular font or other formatting options.

Ticket(s) ID	Offering Impacted	Description	Affects Version	Impact	Comment / Impact Analysis
TPTEF-3946	eFeasibility	After closing and reopening the browser, the system is not asking for a password.	2.3	MINOR	Low Impact: The issue persists if the user reopens the same browser within 30 minutes of closing the browser. Users are advised to log out of the application before closing the browser.
TPTEF-3972	eFeasibility	Auto log out instance if the system is open in two/more tabs	2.3	MINOR	Low Impact. The system is designed to auto-logout the user after 30 minutes of inactivity. However, Users are advised to work in a single tab or log back in to avoid auto-log-out.
TPTEF-4122	eFeasibility	The user is not logged out if 'Stay logged in' was chosen before	2.4	MINOR	Low Impact: Users are advised to log out physically when exiting the session.
TPTEF-4198	eFeasibility	The Contact Field Association is duplicated if the second field is empty during the creation of the question in System Generated Questions	2.4	MINOR	Low Impact: It is recommended that contact fields should be associated only with draft forms.
TPTEF-4236	eFeasibility	Statuses 'Pending Verification' and 'In Review' are messed up	2.4	MINOR	Low Impact: In exceptional cases, the CDA status is wrongly shown. However, the overall functionality remains unaffected.
TPTEF-4247	eFeasibility	Resend to TMF' does not work if initially was a mistake in the Integration settings	2.4	MINOR	Low Impact: This error is noted only when the integration setting is incorrect. When corrected, the issue is not reproducible.

Ticket(s) ID	Offering Impacted	Description	Affects Version	Impact	Comment / Impact Analysis
TPTEF-4322	eFeasibility	Text format changes are not saved when sent as a PDF	2.4	MINOR	Low Impact: There is no impact on the actual functionality. As a workaround, the users can update the text of the email from the Templates section.
TPTEF-4427	eFeasibility	In the settings module, when the CDA template type is changed from notification email to recipient, the email received contains unnecessary characters.	2.5	MINOR	Low Impact. This issue was related to UI only. The resolution will reset the correct texts.
TPTEF-4430	eFeasibility	When trying to enter an existing contact's email address in the contacts field from the add contacts, the system accepts the contact.	2.5	MINOR	Low Impact. This issue will be resolved by resetting the message 'Contact Already Exists.'
TPTEF-4438	eFeasibility	The application screen gets frozen when a user clicks it more than 5 times.	2.5	MINOR	Low Impact. This error is stipulated to the system user interface. The resolution will help to experience a seamless operation.
TPTEF-4450	eFeasibility	[Analyze Report] 'Save' button ignores sorting changes using drag and drop	2.5	MINOR	Low Impact: Users can use up and down arrow buttons instead of dragging and dropping as a workaround.
TPTEF-4460	eFeasibility	Text Formatting issues for creating templates	2.5	MINOR	Low Impact: This is a formatting issue when creating templates
TPTEF-4481	eFeasibility	Contact Mapping does not take into account the international code for phone numbers.	2.5	MINOR	Low Impact: Respondents can override and add the international code.

Ticket(s) ID	Offering Impacted	Description	Affects Version	Impact	Comment / Impact Analysis
TPTEF-4482	eFeasibility	Application freezes when trying to sign in with invalid credentials	2.5	MINOR	Low Impact: This issue has been observed only when invalid credentials are used to sign into the application.
TPTEF-4522	eFeasibility	[Analyzee Report] It is impossible to drag-n-drop any question to the first position.	2.5	MINOR	Low Impact. This issue is not always reproduced. The resolution will reset the expected result.
TPTEF-4608	eFeasibility	Analyze Report: Only Bar charts are available for analyzing Matrix type questions.	2.5	MINOR	Low Impact: This is due to the nature of the question type, where multiple questions and answer options are analyzed together.
TPTEF-4702	eFeasibility	Only the last clicked contact is selected when selecting several contacts by pressing CTRL.	2.5	MINOR	Low Impact. This issue has a low impact on the contacts field.
TPTEF-4705	eFeasibility	The users see a double scroll when opening a published form and zoom it, and on the tab Manage Approvers.	2.5	MINOR	Low Impact. This issue has a low impact on the system user experience.
TPTEF-4709	eFeasibility	The users are redirected to a link that doesn't exist when clicking the tooltip link of DocuSign from the general settings.	2.5	MINOR	Low Impact. This issue has a low impact on the external links integration.
TPTEF-4716	eFeasibility	The Manager-level users cannot approve CDA in 'preview.'	2.5	MINOR	Low Impact. This issue is stipulated to Manager-level user actions only. The resolution will help them to approve the CDA from the preview.
TPTEF-4718	eFeasibility	The users cannot approve or cancel the changes they make in the Confidentiality Agreement.	2.5	MINOR	Low Impact. This issue is stipulated to Manager-level user actions only.

Ticket(s) ID	Offering Impacted	Description	Affects Version	Impact	Comment / Impact Analysis
TPTEF-4719	eFeasibility	An error message ' This field is required' is displayed when the fields 'Approver email' and 'Subject' are filled with valid values and colored red in the CDA template.	2.5	MINOR	Low Impact. This issue occurs when a manager-level user enables DocuSign in general settings. The resolution will remove the error message.
TPTEF-4724	eFeasibility	In the downloaded form, report data about responses contains 'Sent email dates' and 'Last Updated' if a user selects other single columns from the dropdown.	2.5	MINOR	Low Impact. This issue has a minor impact on exports.
TPTEF-4754	eFeasibility	When clicking the Update Response button from the Supplementary Form tab, values are entered in the not required question. Still, the required question is kept empty; it displays an error ' Error on updating submitted survey.'	2.5	MINOR	Low Impact. This error appears when a manager-level user edits the form with main and supplementary options.
TPTEF-4767	eFeasibility	When opening any published form, the table with recipients is first loaded with the additional columns 'Blockers' and Score.'	2.5.3	MINOR	Low Impact. The columns get disappear after fully loading the form. This issue has a low impact on the system user interface.
TPTEF-4768	eFeasibility	The dropdown list is cropped at the bottom of the page when opening a form from a received link in the email.	2.5	MINOR	Low impact. This issue has a low impact on the system user interface.
TPTEF-4780	eFeasibility	A checkbox 'Status' is displayed in the list when clicking the 'Select Columns' button in a published form.	2.5	MINOR	Low Impact. This issue has a low impact on the form display.
TPTEF-4784	eFeasibility	The system identifies similar emails as one.	2.5	MINOR	Low Impact. This issue is related to the Lucena search and needs to be customized.
TPTEF-4786	eFeasibility	[Analyze Report] Tooltip over the + Select Question option is constantly displayed.	2.5	MINOR	Low Impact. This issue is stipulated to the user interface only.

Ticket(s) ID	Offering Impacted	Description	Affects Version	Impact	Comment / Impact Analysis
TPTEF-4787	eFeasibility	Email template in 'Email Configuration' displayed without previously created changes and in recipients' emails.	2.5	MINOR	Low Impact. This issue has a low impact on the settings module, especially on the templates.
TPTEF-4810	eFeasibility	The numbering of the questions is broken when opening a form downloaded as PDF.	2.5	MINOR	Low Impact. This issue has a low impact on the form's display.
TPTEF-4829	eFeasibility	The button 'Cancel' has no border in the CDA tab's Reject option.	2.5	MINOR	Low Impact. This issue has a minor impact on the system user interface.
TPTEF-4830	eFeasibility	When a manager-level user navigates to the tab 'CDA,' clicks the icon 'Approve' and hovers over the icon Preview and Export, the tooltips are not displayed.	2.5	MINOR	Low Impact. This issue has a minor impact on the system user interface.
TPTEF-4833	eFeasibility	In the forms module, when a user tries to forward all notifications, and the 'Users' field is left blank, a notification- 'Subscribers list has been updated successfully' is appeared.	2.5	MINOR	Low Impact. This issue has a low impact on the notification text. The notification 'Fill in this field' should appear here.
TPTEF-4835	eFeasibility	A form with several questions, when downloaded in PDF, it has style differences.	2.5	MINOR	Low Impact. This issue has a low impact on the form's display.
TPTEF-4849	eFeasibility	From the Contacts tab, when a user tries to click on any group, the system is redirected to the main page.	2.5	MINOR	Low Impact. This issue has a low impact on the contact page. The user should stay on the same page.
TPTEF-4851	eFeasibility	There is a discrepancy in the last entries of various reports logs.	2.5	MINOR	Low Impact. This issue has a low impact on the report's display.
TPTEF-4888	eFeasibility	[Survey page for mobile] The same questions are filled in two ways on different devices (iOS and Android).	2.5.3	MINOR	Low Impact. This issue has a low impact on the system device adaptability.

Ticket(s) ID	Offering Impacted	Description	Affects Version	Impact	Comment / Impact Analysis
TPTEF-4890	eFeasibility	[Survey page for mobile] The auto-saving of questions doesn't work well.	2.5.3	MINOR	Low Impact. This issue has a low impact on the system device adaptability.
TPTEF-4891	eFeasibility	A Survey form cannot be signed in the 'Sign Electronically' tab.	2.5.3	MINOR	Low Impact. This issue appears when clicking the sign button; the system displays an error.
TPTEF-4959	eFeasibility	The date picker dialog isn't closed. When the manager clicks on the icon 'Calendar,' it isn't closed also.	2.5.3	MINOR	Low Impact. This issue occurs when the manager user opens a form and clicks the calendar icon on the edit response.
TPTEF-4970	eFeasibility	A broken survey form view is experienced.	2.5.3	MINOR	Low Impact. This is a floating bug having a low impact on the form download.
TPTEF-4985	eFeasibility	An error 'Index: 0, Size : 0' appears when users try to delete the sent form.	2.5.3	MINOR	Low impact. This error appeared not always and doesn't depend on response status.
TPTEF-5003	eFeasibility	The dialog box 'Question Edit' blinks when creating a new form.	2.5.3	MINOR	Low Impact. This issue occurs when a new form with a question is created.
TPTEF-5004	eFeasibility	The answer options fields change their size when creating a new form with drag-n-drop questions.	2.5.3	MINOR	Low Impact. This issue has a low impact on the form creation process.
TPTEF-5006	eFeasibility	When a user tries to send a form with multiple contacts, the email is cropped in the appeared dialog box.	2.5.3	MINOR	Low Impact. This issue has a low impact on the form emailing process.
TPTEF-5008	eFeasibility	The tab, 'Main Form,' cannot be closed in an opened survey as a manager.	2.5.3	MINOR	Low Impact. This issue has a minor impact on form creation.

Ticket(s) ID	Offering Impacted	Description	Affects Version	Impact	Comment / Impact Analysis
TPTEF-5015	eFeasibility	Users cannot select the checkbox ‘Select/Deselect’ checkbox when creating a form.	2.5.3	MINOR	Low Impact. This issue has a minor impact on form creation.
TPTEF-5016	eFeasibility	The tab ‘Instructions’ cannot be collapsed in a submitted survey.	2.5.3	MINOR	Low Impact. This issue has a low impact on form creation.
TPTEF-5029	eFeasibility	The last added email is deleted from notifications and not the first.	2.5.3	MINOR	Low Impact. This issue has a low impact on the forward notifications.
TPTEF-5033	eFeasibility	When a recipient opens a form received via email and scrolls to view all the questions, the description isn’t disappeared after the scroll. The description disappeared at the bottom of the page.	2.5.3	MINOR	Low Impact. This issue has a low impact on the collaborator’s survey page interface.
TPTEF-5034	eFeasibility	On the forms saved as PDFs, the value in angle brackets is not displayed in all the form types.	2.5.3	MINOR	Low Impact. This issue has a minor impact on the PDF forms.
TPTEF-5036	eFeasibility	On the user dropdown, the sign-off and reset password doesn’t close.	2.5.3	MINOR	Low Impact. This issue has a minor impact on the system user interface.
TPTEF-5037	eFeasibility	The long titles and answer options are broken within a downloaded PDF form.	2.5.3	MINOR	Low Impact. This issue has a minor impact on the PDF forms.
TPTEF-5043	eFeasibility	When creating a New Form, an unexpected column appears and disappears in Report Configuration.	2.5.3	MINOR	Low Impact. This issue has a low impact on the form creation process.
TPTEF-5053	eFeasibility	[Supplementary Form] Dialog ‘Sending Supplementary form’ does not disappear after sending the form.	2.5.3	MINOR	Low Impact. This issue is produced when sending a supplementary form for a newly created one.
TPTEF-5084	eFeasibility	Incorrect date and time displayed in the background jobs dialog box.	2.5.3	MINOR	Low Impact. This issue has a low impact when users enable Global Mapping for creating a site in the metadata.

Ticket(s) ID	Offering Impacted	Description	Affects Version	Impact	Comment / Impact Analysis
TPTEF-5092	eFeasibility	The date picker doesn't work in Preview when creating a new form.	2.5.3	MINOR	Low Impact. This issue has a minor impact on the form creation process.
TPTEF-5105	eFeasibility	No error appears when entering decimal values in the email recipient field.	2.5.3	MINOR	Low Impact. This issue has a low impact on the text field -number restriction.
TPTEF-5120	eFeasibility	The checkbox in the last sub-question is selected after the submission form checkbox is deselected.	2.5.3	MINOR	Low impact. This issue has a low impact on the form validation.
TPTEF-5130	eFeasibility	The long answer titles on the Analyze Report page are not displayed fully.	2.6	MINOR	Low Impact. This issue has a low impact on the Analyze Report user interface.
TPTEF-5132	eFeasibility	The description entered in a new form cannot be deleted.	2.6	MINOR	Low Impact. This issue has a low impact on the form creation fields.
TPTEF-5135	eFeasibility	The TI Room ID is not changed after creating a site with an error.	2.6	MINOR	Low Impact. This issue has a low impact on site approval. The expected behavior is that the TI Room ID shall have a new value.
TPTEF-5136	eFeasibility	Field validation doesn't work when the TI User login field is empty.	2.6	MINOR	Low Impact. This issue has a low impact on the system user validation.
TPTEF-5137	eFeasibility	The dialog 'Approving Mapping Changed' isn't displayed when the TI login approves form mapping.	2.6	MINOR	Low Impact. This issue has a low impact on the site approval with TI user login.



12. Customer Support

A. REPORTING ISSUES WITH THE RELEASE

Once **TransPerfect Trial Interactive** releases a system into a Production environment, the Support Service department provides Client and Authorized Users with technical support via phone or email. This support shall consist of commercial best efforts by **TransPerfect** to provide the User or the Client's designated personnel or helpdesk, with but not limited to the following:

- Error corrections and temporary workarounds
- Technical assistance relating to the operation of the system
- Processing service requests
- Processing configuration change requests

TransPerfect will respond in accordance with the levels of priority as reasonably determined by **TransPerfect**. Support Services will be available at all times via phone and email from **TransPerfect** Service Desk centers set forth below:



Phone



Email



Business Hours

US: 888-391-5111 (TOLL-FREE)	help@trialinteractive.com	Available twenty-four (24) hours a day, seven (7) days a week, three-hundred- sixty-five (365) days a year.
European Union, Madrid, Spain +44 (20) 45182755	eu.help@trialinteractive.com	Monday – Friday, 9 AM – 6 PM CET.
Investigative Site Support (212) 400-8856 +44 (20) 45182755	iss@trialinteractive.com eu.iss@trialinteractive.com	Monday – Friday, 8:30 AM – 6 PM EST Monday – Friday, 9 AM – 6 PM CET

B. REQUESTING FUTURE ENHANCEMENTS

If you would like to submit requests for enhancing the system, please submit your ideas through one of the following methods:



Project Manager (PM)

Your PM can submit Ideas to our
Perfective Change Management on
your behalf



Customer Experience Program (CEP)

Meet with other Trial Interactive customers for an
immersive CEP Forum:

- Focus Group
- Early Access
- Hosted Beta
- Usability Studies



13. Approvals

Product Owner

Name: Anuj Thapar	Title: Senior Product Manager
Signature: Reason for signature: Date:	

Quality Assurance

Name: Ankush Sharma	Title: CSV Specialist
Signature: Reason for signature: Date:	