

# EFEASIBILITY V2.6.1 - PATCH RELEASE NOTES – VERSION 1.0





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## 2. Version History

Author	Revision #	Date	Comment
Mansi Kandhare	0.1	11-Jan-2024	Initial Document Creation
Mansi Kandhare	0.2	31-Jan-2024	Added Open Defects Section
Mansi Kandhare	1.0	02-Feb-2024	Initial Document Finalized



### 3. Purpose

The purpose of this document is for **TransPerfect** to disseminate information to end-users (internal and clients) prior to a system release and detail the new features and important changes. This is performed several weeks in advance of the Upgrade Date by issuing Pre-Release Notes. The end-users of the system can use the Pre-Release Notes to evaluate if their intended use of the system will be impacted by the changes introduced in the system release. The Final Release Notes are then issued once the internal Validation Package has been reviewed/approved by Trial Interactive Quality Assurance. The Final Release Notes will contain the final list of items in the scope of the Release.



**NOTE:** **TransPerfect** will make commercial best efforts to minimize the differences between the Pre-Release Notes and the Final Release Notes, but due to Trial Interactive's Agile Software Development methodology, cannot guarantee there will be no changes in scope.

## 4. Scope

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

System In Scope	
System Name	eFeasibility
System Version	2.6.1
Release Type	Patch

## 5. Definitions / Acronyms

Term	Definition/Description
21 CFR Part 11	The part of the United States Code of Federal Regulations that regulates electronic records and electronic signatures.
Annex 11	The European Union's guidance for using electronic records and signatures in the pharmaceutical industry.
API	Application Programming Interface
CRO	Clinical Research Organization
CTMS	Clinical Trial Management System
ERES	This document provides guidance in the United States for using electronic systems, records, and signatures in clinical investigations.
GDPR	The General Data Protection Regulation is a set of rules laid out by the European Union regarding data privacy rights.
GxP	An abbreviation generally accepted to refer to accepted standards of good practices.
KPI	Key Performance Indicator
LMS	Learning Management System
OOTB	Out of the Box
sFTP	A secure File Transfer Protocol
SLA	Service Level Agreement
SOP	Standard Operating Procedure
SSO	Single Sign On
SSU	Study Start-Up
TI	Trial Interactive
TP	TransPerfect



## 6. System Overview

### A. TRIAL INTERACTIVE

TransPerfect's *Trial Interactive* has been used successfully by TransPerfect customers for over 15 years in hundreds of clinical trials to store 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 and content management, Study Start-Up, and various other tools used in conducting a clinical trial. Trial Interactive's products deliver a wide range of benefits to any organization looking to leverage new efficiencies and opportunities in their Trial Master File, clinical trial management, content management, and eLearning:

- An electronic Trial Master File archive that meets all regulatory, security, access, and storage requirements in all countries and regions.
- A Clinical Trial Management System (CTMS) that meets all eClinical requirements for managing and tracking clinical studies and works seamlessly with the eTMF, Content Management, Learning Management, Mobile app, and other Trial Interactive solutions.
- A fully hosted SaaS solution that is 21 CFR Part 11, Annex 11, ERES, GDPR, and GxP compliant.
- A single access point for all trial content as well as sponsor and site personnel documentation.
- Supports a series of TMF workflows, including document import and indexing, quality review, audit and inspection, document certification, remote monitoring, redaction, and the capture of other Clinical Trial documentation.
- Effective management of documents that are created internally or externally. Trial Interactive is the only solution that provides a best practice and validation-ready approach to creating, collecting, reviewing, and finalizing documents bound for the eTMF archive.
- A thin-client, consumer-grade user interface that supports most major browsers and a mobile app that supports iOS and Android devices.
- A powerful, flexible technical stack with many integration options, including an API, Event Service Bus, sFTP Dropbox, and Corporate Directory Integration with Single Sign On.
- Increases teamwork and collaboration via one global view of clinical trials, training, and supporting documentation.
- A flexible, configurable document management solution for Clinical, Quality, and Regulatory documentation that supports a series of reviews and authoring solutions.
- Dashboards and reports that provide KPIs, measurable metrics, simple Excel exports, as well as complex standardized and custom reports.
- Adaptable, built-in machine learning features such as auto-classification and metadata extraction enable AI auto-coding capabilities.
- A full-featured eLearning system designed for GxP compliance, study training, and virtual investigator meetings.
- Effectively manage the entire clinical trial process from protocol conception through closeout.

### B. TRIAL INTERACTIVE - ETMF



Trial Interactive's electronic Trial Master File (eTMF) is a secure, cloud-based solution enabling real-time collaboration for both sponsors and CROs, supplying value and ease of use for trial stakeholders across the board and now bringing enhanced transparency and visibility to your trial. Trial Interactive's eTMF can help your organization:

- Ensure quality with the ability to have a customized workflow for indexing and approval powered by AI and machine learning.
- Stay current with required document lists and placeholders based on the TMF Reference Model. Placeholders and required document lists ensure that all expected and essential documents are captured in your final TMF.
- Track timeliness with KPI metrics dashboards that measure document intake from receipt to submission through QC and finalization.
- Encourage better compliance with an eTMF that tracks responsibility and actively requests documents when they are due, supporting queries for document corrections through email or upload.
- Confirm and maintain the validity of the eTMF before inspections using quality review audit capabilities to support oversight, periodic reviews, and inspection readiness.
- Ensure overall reportable eTMF Health with Key Performance Indicator (KPI) metrics, reports, and portfolio dashboards for eTMF health, timeliness, quality, and completeness.
- Plan amendments, visits, and other key trial events and milestones while creating placeholders for the expected documents that need to be collected, including due dates and responsibility to help track eTMF health and timeliness.
- Automate the classification and metadata extraction of the TMF using powerful AI auto-coding with human-aided machine learning.
- eClinical platform interoperability provides a seamless connection and data flow between the eTMF and other critical applications such as a site portal, eISF and site binders, content management, document authoring, study startup, and clinical trial management systems.
- Email and study correspondence inbox with relevance checks captures all email correspondence for each study. Once a correspondence email is sent in, it is rendered to PDF and may be selected for inclusion in a separate interface by study staff. Attachments are checked for duplicates and are linked back to the original email. Emailing documents and site correspondence securely into the eTMF ensures GCP compliance.
- Document redaction, manipulation, and certification allow selected team members to remove personal information to meet data privacy requirements and repair, split, and merge documents. Additionally, document certification helps ensure proper paper disposal.

Additional features of the Trial Interactive eTMF include:

- A mobile content capture app that supports both iOS and Android, with support for CRA reconciliation, metadata classification, query management, training, redaction, and offline mode.
- Drag and drop emails and documents to import them automatically or drop them onto placeholders for auto-assignment.
- Full query and task management capability with three types of queries for requesting, verifying, and responding via email, web, and mobile apps.





- Automatic alerts and reminders with notifications and a daily digest.
- Built-in eSignature and digital signature solution for 21 CFR Part 11 and ER/ES compliance with pre-defined signature blocks, pages, and digital certificate.
- Universal document viewer that supports and renders over 300 document formats.
- Multi-document view with built-in document comparisons, bulk editing, page rotation, deletion, reordering, and annotations.
- Global search provides cross-study search results for documents, document types, full-text, contacts, sites, and other record types, with facets, filtering, and other advanced features.
- Configurable grid filters, column selection, saved public/private views, and built-in reporting tools for ad-hoc exports.
- Standard and ad-hoc reports that support all metadata fields and the ability to add columns to standard reports or fully customize your exports.
- Completeness view showing TMF structure, final documents, planned documents/placeholders, and required documents.
- Configurable support for the latest TMF reference model with full auto-routing and auto-naming rules.
- Automatic duplicate document detection and comparison verifies that a document is unique and does not have a duplicate in the eTMF archive based on identical metadata or an exact copy or duplicate scan.

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## C. TRIAL INTERACTIVE - STUDY START-UP (SSU)

Trial Interactive Study Start-up (SSU) is a cloud-based solution to manage essential documents per the regulatory requirements for site activation and IP release. Trial Interactive SSU can help your organization:

- Send the Regulatory Package and templates to sites with the list of required documents.
- A configurable one or two-step workflow for reviewing and approving collected required documents.
- TI Study Start-Up makes it easy to see what documents are missing and what documents need urgent attention to avoid unnecessary delays in submission and approval.
- TI Study Start-Up makes it easy to see the sites most likely to activate the fastest. Identify those sites during the process so you can make sure there are no distractions in the submission and approval process
- Set and automatically track milestones and tasks. Ensure all study start-up processes are being managed effectively and completed on time.
- Effectively track site contracts and budgets with a dedicated section for managing them.
- Create submission packages for submission to regulatory agencies.
- Get real-time updates on package submissions for realistic estimates of site activation timelines.
- Real-time distribution of required document packages, tracking progress, IRB/EC submission, and meeting dates, providing realistic timeline projections and prediction of site activation timeframes.



- Efficiently manage protocol amendments, including tracking and sending reminder emails with just a button click.
- Robust OOTB reports for cycle time calculations, missing documents, and history of collected documents.
- Automatically create sites and site contacts for sites approved in Trial Interactive eFeasibility.
- Request for certified translated copies of documents to manage your global regulatory requirements.

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#### D. COLLABORATE

Trial Interactive provides an online collaborative workspace, which enables collaborative and controlled document authoring, review, and approval. Designed to include 21 CFR Part 11 compliant workflows and approvals, the solution offers an end-to-end service platform for your organization's content management and document control requirements. These collaborative rooms allow users to benefit from the following solutions:

- Study Collaborate and the CTMS Collaboration Rooms are shared workspaces for clinical teams to manage and share documentation to be used in the clinical trial and ultimately shared with the eTMF.
- Site Collaborate/eISF and Remote Monitoring Rooms are shared workspaces for sites to manage, redact, reconcile, and share documentation with the sponsor and CRO to conduct the clinical trial and ultimately send it to the eTMF.
- The Quality Document Management solution provides controlled document workflows to an organization for use by clinicians, quality assurance, R&D, and other life sciences teams to collaboratively author, review, approve, sign off on, make effective, train, and distribute regulated content and documents.

TI Collaborate can provide your organization with:

- A single place to share and collaborate on clinical documentation.
- The ability to align document work streams with regulatory compliance practices for document authoring, approval, control, and related training.
- The ability to enforce quality document control workflows on policies, SOPs, work instructions, and other critical documentation and to fully automate the training management process through the LMS.
- The ability to co-author and collaborate with other authors in real time on new documentation both online and offline with MSWord®, Excel®, and PowerPoint®.
- The ability to complete the end-to-end document process with an electronic and digital signature for document approvals.
- The ability to send documents for certified translation through TransPerfect TransPort, track their status, and receive back the translated copies and certificates.
- The ability to work with clinical sites in a remote monitoring and collaboration room, supporting mobile document collection, reconciliation, expected and planned documents, eSignatures, and collaborative authoring with the clinical site.



- The ability to follow critical processes for metadata, approval, and signoffs by publishing or sharing directly with the TMF.

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## E. 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 v2.6.1 is a patch release focused on Minor, Low-Impact Improvements, Defect Resolutions.



## 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	05-Feb-2024
Estimated US MTI Upgrade Date/Time:	05-Feb-2024: 3:00 AM
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 <a href="#">TransPerfect</a> Project Manager.

## 9. Hardware and Software Requirements

The following describes the hardware and software requirements in order to use the eFeasibility v2.6.1 platform.

System Requirements	
<b>Operating System</b>	<ul style="list-style-type: none"> <li>Windows Version 7 or higher</li> <li>All currently supported Mac OSX releases</li> <li>iOS and Android for myTI mobile app (see myTI release notes)</li> </ul>
<b>Browser</b>	<ul style="list-style-type: none"> <li>Microsoft Edge: Version 88 and later</li> <li>Google Chrome: Current release and earlier</li> <li>Mozilla Firefox: Current and ESR releases</li> <li>Apple Safari: Current release and earlier</li> <li>NOTE: TI Digital Sign requires that pop-up blockers are turned off for the Trial Interactive domain.</li> </ul>
<b>Client Software</b>	<ul style="list-style-type: none"> <li>For full support when online editing, Microsoft Office 2016 or higher (Office 365 is preferred) is required when editing locally.</li> <li>For MS Word document generation, online editing is recommended, and all templates must be minimally created using Microsoft Office 2016 (Office 365 is preferred).</li> <li>Optional: Adobe Acrobat, Acrobat Standard, or Professional version 8 or higher may be installed in addition to the included PDF Viewer.</li> <li>Optional: Drag and Drop from Outlook to Trial Interactive is supported on Windows 10® for Chrome® and Edge® browsers. A plug-in is available to support this feature on Internet Explorer® and Firefox®.</li> </ul>
<b>Optional Add-Ons</b>	<ul style="list-style-type: none"> <li>DocuSign Standard and DocuSign 21 CFR Part 11 (Latest Cloud Versions)</li> <li>Adobe Sign (Latest Adobe Document Cloud Version)</li> <li>Optional: SAS Viewer or compatible software must be installed for SAS Datasets. The free version is available here: <a href="https://support.sas.com/downloads/browse.htm?fil=&amp;cat=74">https://support.sas.com/downloads/browse.htm?fil=&amp;cat=74</a></li> </ul>

## 10. Changes

eFeasibility v2.6.1 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?	Enable by Default?	Impact	Comment / Impact Analysis
EF-159	eFeasibility	This new feature allows the Manager to select multiple responses and export them to individual PDF files along with the email address of the respondent and the date.	No	Yes	MINOR	There is minimal risk associated with this feature. It will be useful for eFeasibility Managers to generate the PDF files for multiple responses.

## B. DEFECT RESOLUTIONS

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TPTEF-5003	eFeasibility	The user experienced an issue while creating/editing a new form. The 'Question Edit' dialog is blinking when opened.	MINOR	This bug has a minor impact on the editing functionality. The resolution resets the correct behavior of Question Edit dialog.
TPTEF-5004	eFeasibility	Answer option fields change their size while drag-n-drop similarly in the multiple choice-single selections too.	MINOR	This minor bug is resolved and has an impact on the system user interface for Multiple Questions form.
TPTEF-5008	eFeasibility	The manager-level user faced an issue with the Main Form closure after opening the supplementary form of a completed survey.	MINOR	This minor bug has been resolved and impacts the functionality of survey completion in the Survey Form.
TPTEF-5034	eFeasibility	The users noticed that the form is filled with the values in angular brackets and the values are not being displayed in the downloaded PDF in all form types.	MINOR	This minor bug has been resolved and impacts the PDF output. The resolution displays the values in angular brackets in PDF.
TPTEF-5037	eFeasibility	The user experienced an issue to view the content in the downloaded PDF form with a Title length of more than 67 characters, multiple question types, and answer choices of more than 220 characters, the view of the form is broken.	MINOR	This bug has a minor impact on the PDF view of forms with long titles and answer options. The resolution resets the correct PDF view.
TPTEF-5117	eFeasibility	On the 'Edit Response' form, while selecting the date, user has experienced that selected date displays and then disappear after clicking outside of the textbox.	MINOR	This bug has a minor impact on the Calendar field while editing the response. The resolution resets the correct date field behavior.
TPTEF-5119	eFeasibility	The manager-level users experienced incorrect values getting displayed from the text fields of the submitted forms when they tried to save and open a submitted survey as PDF.	MINOR	This bug has a minor impact on the system's text value field validation. The resolution restores the correct text values on the survey forms.



Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TPTEF-5152	eFeasibility	The Manager-level users experienced an error in the system behavior when they opened a downloaded PDF form that was created and submitted with the required multiple choice - single selection. The PDF does not display the required multiple choice -single selection values.	MINOR	This bug has a minor impact on the multiple choice-single selection question type's forms. The resolution displays the correct values in the PDF output.
TPTEF-5159	eFeasibility	The user experienced multiple issues with the completed survey form such as, 1. Receiving the link for the form completion multiple times, 2. There is no Submit or Done button on the form, 3. The button Decline or Download do not function even if the user clicks on it.	MINOR	This bug has a minor impact on the form/questionnaire. The resolution resets the correct system behavior.
TPTEF-5160	eFeasibility	The broken page is displayed to the recipient after making CDA enabled, the user has to refresh the screen to see the agreement page.	MINOR	This bug has a minor impact on the Confidential Agreement display. The resolution resets the correct system behavior.
TPTEF-5167	eFeasibility	When the created simple form is sent to several recipients the 'Bulk Download' option is enabled for both the not submitted and declined surveys.	MINOR	This bug has a minor impact on the bulk download option. The resolution resets the bulk download for the submitted surveys only.
TPTEF-5171	eFeasibility	When the recipient submits the same form in two separate web browsers simultaneously, the incorrect error "Error on updating submitted survey" is displayed.	MINOR	This bug has a minor impact on the same form submission in two different browsers. Correct system behavior has been restored.
TPTEF-5172	eFeasibility	The manager-level user experienced an issue while opening the completed survey forms from multiple recipients using Bulk Download option. The question text of the first submitted form is getting overridden by the other recipient's responses in the other form.	MINOR	This bug has a minor impact on the question text fields displayed in the downloaded forms. The resolution resets the correct text values displayed.

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TPTEF-5175	eFeasibility	The user can submit the form successfully despite the system displaying an error in cases when the phone field is filled with different invalid values such as, 1. phone number with spaces, 2. phone number with long extension number, 3. phone number with alphanumeric extension	MINOR	This minor bug is resolved and impacts the Phone field on the Submit Survey form.
TPTEF-5176	eFeasibility	The user experienced an issue in the site creation process. Changing the user credentials keep the mapping same in cache, this leads to a failed response from Origami side once the user opens the data form to create approving sites.	MINOR	This bug has a minor impact on site creation functionality. The resolution resets the correct system behavior.
TPTEF-5179	eFeasibility	The user observed that the default values in answers to the multiple choice questions appeared in the PDF format even after deselecting them.	MINOR	This bug has a minor impact on the submitted form PDF output. The resolution resets the correct system behavior.
TPTEF-5180	eFeasibility	There is an issue with the backend functionality related to cleaning up saved or partially saved files after creating bulk download.	MINOR	This bug has a minor impact on the files cleaning process at the backend. The resolution resets the Backend cleaning functionality in case of the bulk download.
TPTEF-5183	eFeasibility	Upon the form submission activity is completed, the user observed that the answers for matrix questions are not displayed in the PDF output when the matrix is hidden.	MINOR	This bug has a minor impact on the submitted form's PDF output. The resolution resets the correct system behavior.
TPTEF-5186	eFeasibility	When the manager user opens the 'Analyze Report' tab and clicks the Select Questions button, all the checkboxes on the Report Configuration window are not getting selected.	MINOR	This bug has a minor impact on the report configuration function. The resolution resets the correct process of multiple checkbox selection.

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TPTEF-5187	eFeasibility	The submitted survey for which the matrix question was hidden, is getting displayed however the other responses for which the matrix question was not hidden is not shown in the Analyze Report tab.	MINOR	This bug has a minor impact on the surveys with the matrix questions displayed in the Analyze Report. The resolution resets the correct process.
TPTEF-5189	eFeasibility	On the simple survey form with multiple questions, the user is not able to change the order of the questions in the Analyze Report tab.	MINOR	This bug has a minor impact on the system user experience. The resolution resets the correct system behavior.
TPTEF-5191	eFeasibility	The user experienced that the Reference tab header gets overlaid by the attachment when clicking the Reference tab multiple times.	MINOR	This bug has a minor impact on the Reference tab user interface. The resolution resets the correct system behavior.
TPTEF-5192	eFeasibility	The user observed that when the survey form gets converted to a draft form, Analyze Report tab displays the statistic information of the latest questions however the actual question which are displayed are the previous ones.	MINOR	This bug has a minor impact on the Draft form of the confirmed survey. The resolution resets the correct questions along with the statistic information about the same in Analyze Report tab.
TPTEF-5194	eFeasibility	The checkboxes on the Report Configuration window in Analyze Report tab save the selected values and retain them even after clicking the Cancel button in the configuration dialog.	MINOR	This bug has a minor impact on the checkboxes behavior in the Report configuration. The resolution resets the correct system behavior.
TPTEF-5195	eFeasibility	In the Report Configuration dialog, not all the questions are displayed when the user tries to view and select them. Once the user refreshes the page, and again navigates to the Report Configuration in Analyze Report tab, all the questions get displayed.	MINOR	This bug has a minor impact on the Report Configuration tab's user experience. The resolution resets the correct system behavior.

## 11. Open Defects

eFeasibility v2.6.1 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	Impact	Comment / Impact Analysis
TPTEF-3166	eFeasibility	Search by 'Recipient' does not work well when the search string contains special characters.	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.	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.	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.	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-3972	eFeasibility	Auto log out instance if the system is open in two/more tabs	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-logout.

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TPTEF-4122	eFeasibility	The user is not logged out if 'Stay logged in' was chosen before	MINOR	Low Impact: Users are advised to log out physically when exiting the session.
TPTEF-4236	eFeasibility	Statuses 'Pending Verification' and 'In Review' are messed up	MINOR	Low Impact: In exceptional cases, the CDA status is wrongly shown. However, the overall functionality remains unaffected.
TPTEF-4322	eFeasibility	Text format changes are not saved when sent as a PDF	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-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.	MINOR	Low Impact. This issue will be resolved by resetting the message 'Contact Already Exists.'
TPTEF-4450	eFeasibility	[Analyze Report] 'Save' button ignores sorting changes using drag and drop	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	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.	MINOR	Low Impact: Respondents can override and add the international code.
TPTEF-4522	eFeasibility	[Analyzee Report] It is not possible to drag-n-drop any question to the first position.	MINOR	Low Impact. This issue is not always reproduced. The resolution will reset the expected result.

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TPTEF-4705	eFeasibility	The users see a double scroll when opening a published form and zoom it, and on the tab Manage Approvers.	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.	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.'	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.	MINOR	Low Impact. This issue is stipulated to Manager-level user actions only.
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.	MINOR	Low impact. This issue has a low impact on the system user interface.
TPTEF-4784	eFeasibility	The system identifies similar emails as one.	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.	MINOR	Low Impact. This issue is stipulated to the user interface only.
TPTEF-4810	eFeasibility	The numbering of the questions is broken when opening a form downloaded as PDF.	MINOR	Low Impact. This issue has a low impact on the form's display.
TPTEF-5105	eFeasibility	No error appears when entering decimal values in the email recipient field.	MINOR	Low Impact. This issue has a low impact on the text field -number restriction.

Ticket(s) ID	Offering Impacted	Description	Impact	Comment / Impact Analysis
TPTEF-5200	eFeasibility	[Validation] [Edit Response] Comments required question filled in with spaces can be submitted or edited	MINOR	Low Impact. This issue has a low impact on the Form.
TPTEF-5105	eFeasibility	[Text Field - Number Restriction] Digits after the decimal point do not affect the value	MINOR	Low Impact. This issue has a low impact on the Form.



## 12. Customer Support

### A. REPORTING ISSUES WITH THE RELEASE

Once **TransPerfect Trial Interactive** releases a system into a Production environment, the Support Service department is responsible for providing Clients 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)	<a href="mailto:help@trialinteractive.com">help@trialinteractive.com</a>	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	<a href="mailto:eu.help@trialinteractive.com">eu.help@trialinteractive.com</a>	Monday – Friday, 9 AM – 6 PM CET.
Investigative Site Support (212) 400-8856 +44 (20) 45182755	<a href="mailto:iss@trialinteractive.com">iss@trialinteractive.com</a> <a href="mailto:eu.iss@trialinteractive.com">eu.iss@trialinteractive.com</a>	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:	