



# TOTAL CONTACTS WITH HELPDESK SOLUTION

Version 7.2026.0.4246 (beta)

Released March 18, 2026

## Notes:

1. Server 2019 and older, Windows 10 and older, are no longer supported on a technical level. You are welcome to continue to use these operating systems, however, if you have any technical issues, we will not be able to provide support.
2. Version 7 does not currently integrate with any external contact manager. Version 7 is designed to using the internal contacts database referenced as Stand Alone.
3. If upgrading from version 5.2019 there is no **supported** option for data upgrade. We can provide an older version of the data upgrade program with instructions at no cost, and delivered as-is. NO SUPPORT regardless if you have an active maintenance support contract.

## ISSUES:

- KI 10046: Field lengths need to be enforced for Email Subject line.
- KI 10063: Inquiry Relink needs to update the company name on the open inquiry.
- KI 10074: Workflow does not send out emails as scheduled
- KI 10083: Email notify when referring inquiry.
- KI 10110: Creating a new contact from open inquiry. Workaround: first create the contact, then return to the email queue, search, and create inquiry.
- KI 10127: Email Template default selection
- KI 10128: Email attachments are removed if you suspend the email.
- KI 10135: Email schedule stops running. Workaround: stop the services and restart them.
- KI 10145: Scheduler Backup Database not saving to backup folder

#### **NEW DEVELOPMENT:**

- KI 10122: Act! Contact manager link. Add-on purchase
- KI 10141: OPPORTUNITIES for tracking quotes and sales. Will link directly to the inquiry.

#### **ENHANCEMENTS in review:**

- KI 10015: New Inquiry results grid display sort option
- KI 10040: Config > Category/Product sort option
- KI 10046: Enforce field lengths
- KI 10047: Simplify security rights
- KI 10066: Add Flag option to e-mail queue
- KI 10098: iFORMS to auto-populate contact data from new in-bound email
- KI 10120: Add system alerts to the inquiry queue
- KI 10126: Email Templates, add alpha/numeric sort option