

# Portal Improvements – Release Notes 17.05.2025

We've released a set of powerful improvements across our platform to help you **manage charging issues faster**, **run promotions more smoothly** and **get more from your data tools**.

## Smarter Issue Management with Nested Tickets

Managing charger faults just got easier.

### What's New?

- **Grouped Issues:** Issues affecting multiple chargers at a site are now automatically grouped into a single view. You get a clear problem summary, helping you take action quickly. Any repeating fault that occurs within a 2 hour window for chargers on a site will be grouped into a nested ticket.
- **Manual Grouping:** Need to report multiple chargers at the same site that are affected by the same issue, such as vandalism or a power outage? Now you can manually group them into one ticket – no duplicate admin required.
- **Bulk Actions:** Update the status, assignee or completion date for all related issues at once, saving you time and reducing any human errors.
- **Flexible Linking:** Add or remove affected chargers from a grouped issue at any time, giving you full control.

### Value to You:

Less time managing tickets, more time solving and fixing those problems. Ideal for networks with high volumes of charger activity. We estimate this could **save up to 10 hours per week** for Network Operations teams.

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## Fixes for a Seamless Promotions Experience

Running promotions should be simpler, and now it is.

### Accurate Promotion Dates

- **Problem:** Promotion end dates showed differently in the app vs portal due to time-zone handling.
- **Fix:** Now, promotions appear with the correct dates everywhere, meaning no more confusion for drivers and a cohesive experience for portal users.

### Promotions Apply to Everyone Intended

- **Problem:** Auto-promotions were sometimes only applied to driver groups, not individual drivers.
- **Fix:** Both driver groups and specific drivers now receive promotions exactly as you set them up.

### Value to You:

Confidently create and run promotions that work as expected, no missed sessions or missed savings.

## Platform Improvements That Support Reliability

### Load Balancing Validations

- Charger groups using load balancing now include checks to prevent misconfigurations that could cause failures.

### Reliable Fault Grouping

- Automated fault detection now supports grouping issues into parent tickets, helping your support team manage related problems more effectively.

### Value to You:

Increased reliability and fewer manual errors.

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## Better Tools, Cleaner Interface

### Session Log Search Returns

- Quickly find past charging sessions using keywords, charger IDs or connector numbers, no more manual scrolling.

### Dashboard Visual Fix

- We've tidied up chart legends in the portal dashboard so your data is always clear and easy to read.

### Value to You:

Faster access to insights and a cleaner, more usable interface for your team.

### Thanks for Partnering with Us

These updates are designed to reduce operational friction, improve customer experience and make your day-to-day work more efficient. As always, we welcome your feedback and suggestions, because building better tools starts with listening to the people who use them. Please reach out to your account manager, who will pass your feedback on.