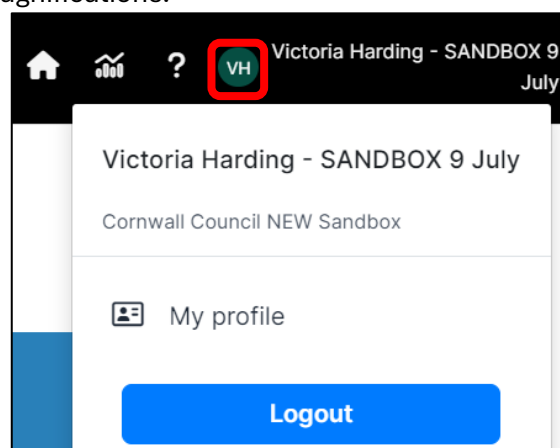
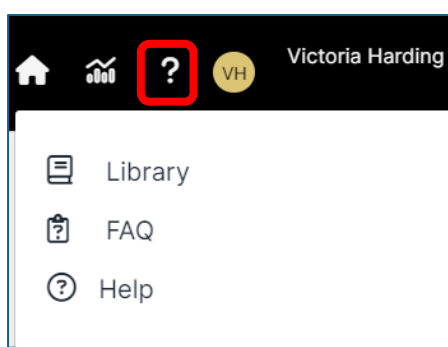


Concerto New Version - Outline of Changes

General layout changes

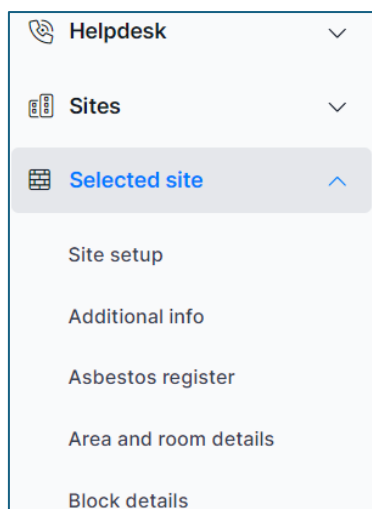
Top menu

In the top right corner of the page, the menu options have been changed to icons and moved to a popup menu to improve the responsive layout of the page – i.e. They will be usable on smaller devices and for accessibility when zoomed in to larger magnifications.



Main menu

The icons against every option have been removed to improve general clarity as per Accessibility guidelines. The menu also scrolls independently to the main area of the page.



Colours

The colours have been toned and the main font is now slightly larger. Button and status colours have been specifically selected to pass Accessibility tests.

Helpdesk

NEW ENQUIRIES 623

REACTIVE 13,964

PLANNED (Minor Wks, Capex, Programme) 4,401

SCHEDULED 79,487

NOT IN USE

DELETE SELECTED ROWS

PRINT SELECTED JOB TICKETS

DASHBOARD

CREATE JOBS

PLANNED - Enquiry

PLANNED - With CORSERV 8

PLANNED - Quote In Progress 55

PLANNED - Quote Awaiting Client Approval 34

PLANNED - Quote Declined / C

PLANNED - Job Scheduled (To be Allocated) 1

PLANNED - Not complete (To be Re-allocated) 1

PLANNED - Operative Allocated 127

PLANNED - Acknowledged 2

PLANNED - Complete On Site 136

PLANNED - Works Closed Costs Added 439

Invoice Paid or Not Required 3,071

Cancelled Jobs 497







All records

Resources

Search

Advanced Search

There are 28 records.

		Ref	UPRN / Name	Raised	Originator	Status	Call type	Response Date (Required/Actual)	Completion (Required/Actual)
<input type="checkbox"/>	Select all in page								
<input type="checkbox"/>		 (1) 00101450 91 92093 X1XM	00052 - Redwing Glazing : Glass in window broken 09.07 - Cornwall Glass to quote .	09 Jul 2024 08:54 Fiona Prince	Nina Carter	PLANNED - Operative On Site/In Progress		HFM - Planned 12 Aug 2024 17:00 09 Jul 2024 10:42	12 Aug 2024 17:00
<input type="checkbox"/>		 (1) 00101445 91 92093 X1XG	09701 - New County Hall : Dalvenie House 0/005 Door : Frame Repairs 08.07 - Neville to attend Tuesday 9th July awaiting confirmation from site we will have access .	08 Jul 2024 16:36 Lucy Green	Lucy Green	PLANNED - Operative On Site/In Progress		HFM - Planned 15 Jul 2024 17:00 09 Jul 2024 10:51	22 Jul 2024 17:00
<input type="checkbox"/>		 (1) 00101373 91 92093 X1W2	13574 - Dolcoath Offices : Main Building Premises Management :	05 Jul 2024 14:02 Amy Glover	Amy Glover	PLANNED - Operative		SFM - Planned 08 Jul 2024	15 Jul 2024 12:00

Options


The OPTIONS button has been replaced with a circle containing three dots



Extract from HELPDESK

	Ref	UPRN / Name
Select all in page		
	 (1) 00101450 91 92093 X1XM	00052 - Redwing Glazing : Glass in window broken 09.07 - Cornwall Glass to quote .

Extract from CASE
MANAGEMENT

Reference	Type	Job
 @ EFC/08332	Estate Management Advice - EST 27	K7 Kiosk Consent to Alterations (Viability Commission) Case - Raise Case Estates Delivery on Wed 19 Jun 2024 at 11:14

Forms

Main input forms have been refreshed across the system, again this much improves visual accessibility.

Extract from HELPDESK

Job details

Please give a short description of the request (250 characters) *

Lighting : Emergency Light Defect

Please describe the nature of the request in more detail *

Fitting 4 - requires new batteries - £8.95
Fitting 31 - requires new fitting Xcite 3hr bulkhead unrepairable - £16.75
1 x 8w 12inch white tube - £2.60
Total £28.30

Contact method *

PPM Remedial

Send confirmation email back to the caller

☐

Comp or Non-Comp based on initial assessment? *

Non-Comprehensive

Is site CAMPUS or NON-CAMPUS *

NON-CAMPUS

Extract from AGREEMENTS

Update the Commercial Business Tenancy out

Agreement type (In or out)

Agreement out

Agreement type *

Commercial Business Tenancy

Status *

Current

Valuer associated with this agreement

Michelle Carter-Foster

Legal agreement date

08/04/2024

Date approved

08/04/2024

Purpose/Demise

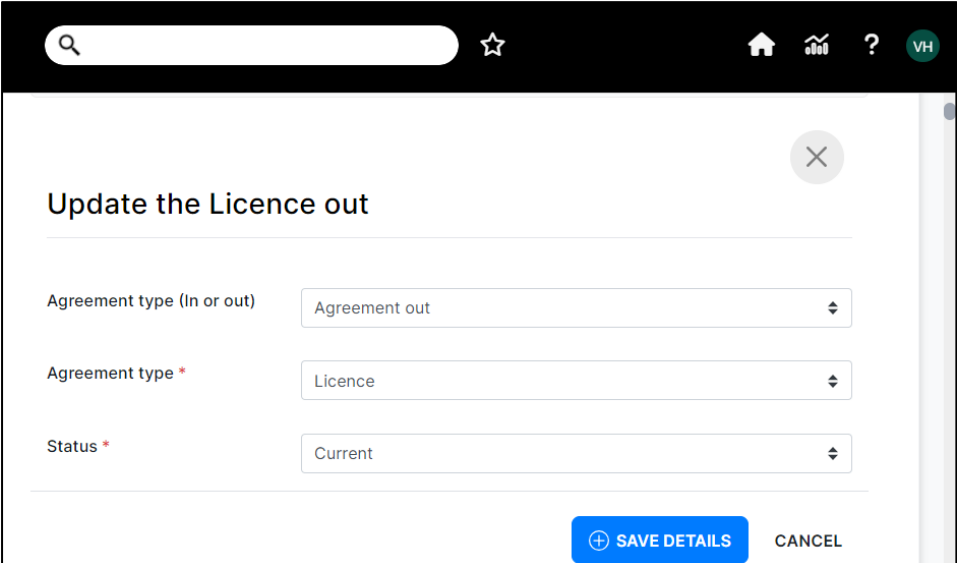
Test Agreement

Title no.

CL123456

Button bar consistently available at top or bottom of page and does not ‘scroll’ away.

NOTE - Make sure you scroll through the form and complete all the required fields as it can look like the form ends at SAVE DETAILS

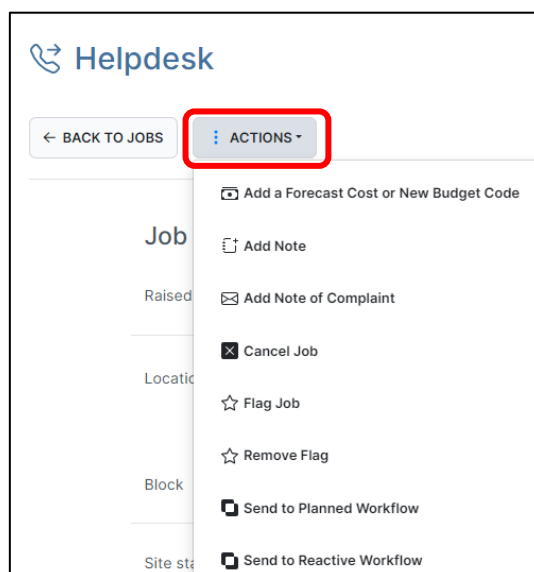


The screenshot shows a web form titled "Update the Licence out". The form contains three dropdown menus: "Agreement type (In or out)" with the value "Agreement out", "Agreement type *" with the value "Licence", and "Status *" with the value "Current". At the bottom of the form are two buttons: a blue button with a plus icon and the text "SAVE DETAILS", and a grey button with the text "CANCEL". A vertical scroll bar is visible on the right side of the form. A red arrow points from a callout box to the scroll bar. The callout box contains the text: "Scroll bar showing where you are in the form".

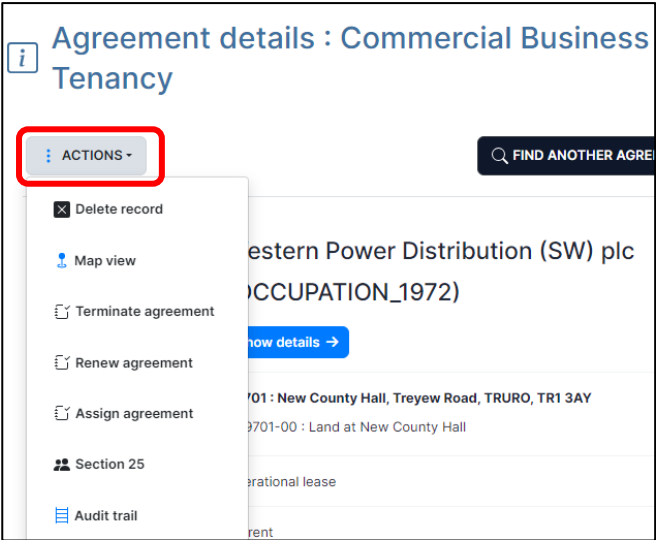
Toolbars

Where appropriate, toolbars with large numbers of buttons have been changed to incorporate button groups – called “Actions” – this allows for a more responsive layout.

Extract from HELPDESK

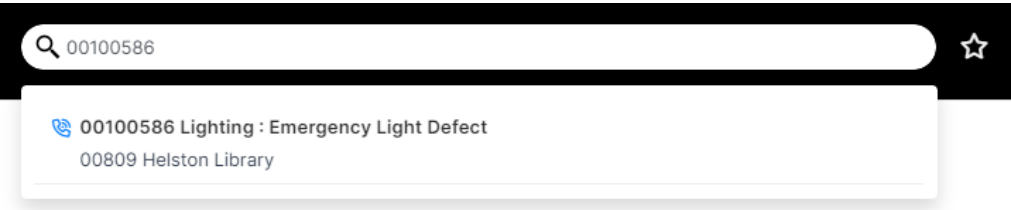


Extract from AGREEMENT



Searches

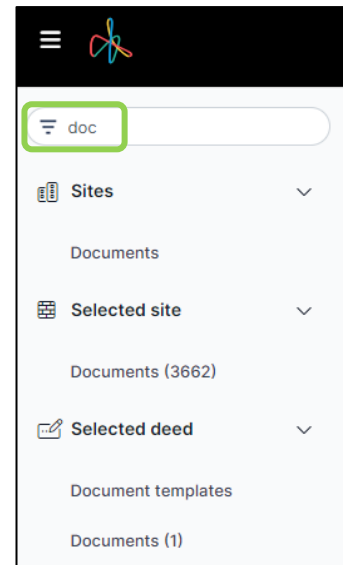
The main search along the top of every page has been improved to include helpdesk jobs in its index. The search will now look for exact matches for job reference and take you straight into the record for that job.



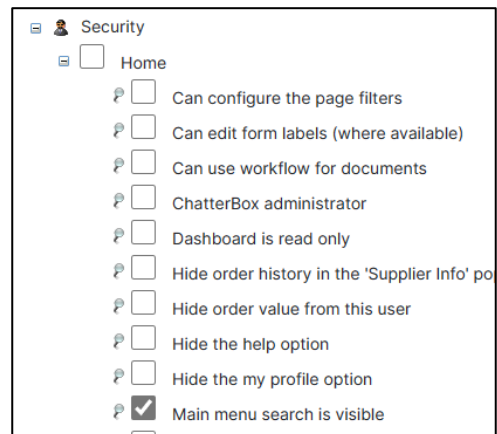
NOTE TO SYSTEM ADMINISTRATOR - System settings must be enabled to activate this functionality. (INC_HELPDESK_SEARCH)

Selected user profiles can also be set to include a new search feature in the main menu.

In this example the user has searched for 'doc' and the menu options have been filtered down to items containing 'doc'.

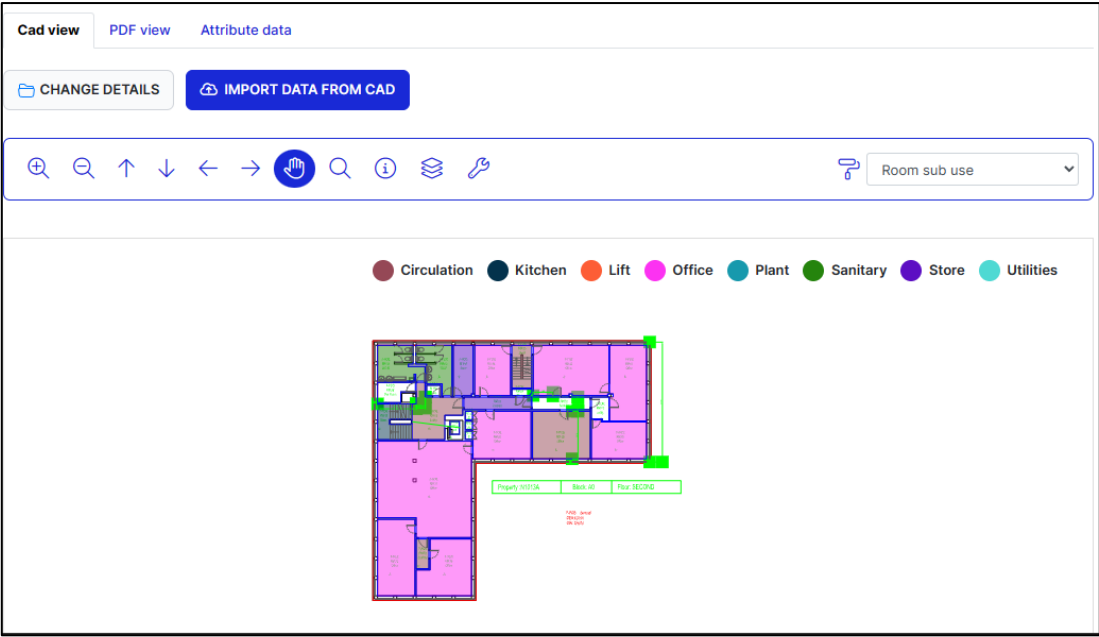


NOTE TO SYSTEM ADMINISTRATOR - This search function is activated within the security profiles by ticking the 'Main menu search is visible' option.



Cad

The CAD view feature within Concerto has had a significant update – if the CAD file is created with a polyline layer, the templates can be updated to reference this and the software can be used to automatically shade the drawing based on user defined criteria, such as asbestos status with the room, the use of the room, occupancy levels etc.



In addition, the CAD.net import routine has been rewritten and incorporated into the website so the CAD.net Windows app can be retired.

Cad file: My CAD File

Template: My cad template

1
Blocks to import

5
Floors to import

94
Rooms to import

Rooms and Floors

The following is a list of rooms and areas extracted from the attribute data within the CAD file

Select an occupier

The CAD attributes do not contain an occupier for each room, select one here.

Update occupier

« < 1 2 3 4 > » 4 pages with 94 records.

15 25 50 100

	Block ref	Floor	Room reference	Use	Sub Use	User reference/name	Area	Occupier	Matched	Error/Warning
<input type="checkbox"/>	N1013A-A0	-10	900		Plant		24.19		Match	
<input type="checkbox"/>	N1013A-A0	-10	08		Circulation		11.12		Match	
<input type="checkbox"/>	N1013A-A0	-10	02		Circulation		10.39		Match	
<input type="checkbox"/>	N1013A-A0	0	10		Office		42.92		Match	