



# ARCOS Application Changes - Production 26.16

**April 30, 2026**

Changes will be deployed to QA on Tuesday, March 31, 2026, and Production on Thursday, April 30, 2026

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# Platform Enhancements

## Roster Rule Builder: Partial Search Support for Value and Multi-Value Attributes

### *What is changing:*

You can now use partial text and wildcards when building roster rules with the “LIKE” condition for value and multi-value attribute types. This enhancement allows you to create more flexible and efficient rules—no need to enter the full value to find a match. The update applies anywhere the rule builder is used, including Callout creation, Roster List Ordering, Incident Manager team administration, and Employee Extended Attribute Rules.

### *Who is involved:*

All customers with the Roster Rule Builder will receive this update.

### *What you need to do:*

Start using partial text or wildcards in the “LIKE” condition when building or editing roster rules for value and multi-value attributes.

No additional setup is required—this feature is now available wherever the rule builder is used.

Review any existing rules if you want to take advantage of the new flexibility.

If you have questions or need help with the new search options, please contact Arcos support.

## Improved Callout Duration Calculation: SMS and Email Alerts No Longer Affect Elapsed Time

### *What is changing?*

We've updated how elapsed time is calculated for callouts in the ARCOS Platform. Now, general SMS and email alerts will no longer be included in the elapsed time or duration of a callout. Only messages directly related to contacting someone to work the callout will be counted. This change ensures that callout duration metrics are more accurate and reflect actual response activity, not just alert notifications.

Note: The changes will only be applied to callouts created after the deployment.

### *Who is involved?*

This update affects all callout customers who review or report on callout elapsed time metrics for operational analysis or compliance.

### *What does the customer need to do?*

No action is required. The change is automatic and will be reflected in your callout reports. If you have questions about how elapsed time is calculated, please contact Arcos support.

## Email Reports: Large Attachments Now Sent as Zip Files & Improved Email Reliability

### *What is changing?*

We've improved how scheduled reports are sent from the ARCOS Platform. Now, if a report attachment is larger than 2 MB, it will automatically be compressed into a .zip file before being emailed. This helps ensure successful delivery of large reports and avoids email failures due to size limits.

Note: This change does not affect reports that are sent through Advanced Reporting.

### *Who is involved?*

This update affects any customer users who receive emailed reports from the ARCOS Platform, especially those who regularly generate or receive large reports (over 2 MB) in HTML or XLS format.

### *What does the customer need to do?*

No action is required.

# Mobile Plus Enhancements

## New "My Callout History" Feature for Accepted Callouts

### *What is changing:*

A new "My Callout History" page is now available in the Arcos Mobile Plus app! This feature allows employees to view details of callouts they have accepted, including both upcoming and recent past callouts (by default, up to 24 hours in the past). You can see all the details you saw when responding, including start/end times, acceptance time, transfer phone numbers (with click-to-dial), and addresses for closest-to-the-trouble callouts. This makes it easier to verify your schedule.

### *Who is involved:*

All employees using the Arcos Mobile Plus app, who accept callouts and want to review their recent callout history.

Administrators responsible for managing mobile app security settings and configuration.

### *What you need to do:*

Employees: Simply go to My Account > Callouts in the mobile app to access your callout history.

Admins: The new feature is enabled by default for the Admin security group. If you want other groups to have access, edit the necessary security groups to include the "My Callout History" permission.

If you want to adjust how far back the history search goes, please contact Arcos Support.

If you have questions or need help enabling this feature for more users, please contact ARCOS support.