

Reference	Submitter	Feedback	Action	Devices affected	Comments	Live date
#25114	Darren Paterson	Feedback The Voice (Incl EWIFI) – Audio Issues script on android devices includes a service checker step that needs to be removed. Impact: Agents may attempt to support individual service related issues using incorrect diagnostics.	The Voice (Incl EWIFI) script has been updated. https://three.lucidcx.com/uad/index.jsp#ref=20-5972364&uad=d=Samsung%20S9&s=Voice_EWIFI&steps=q478967,a479765,q479776,a479788,q479790,a480682,q480685,a480687,q480691,a480695,q479797,a479799,q368288,a368292,q39,a152510,q642107	- Android devices	No further action required.	09.05.2018
#25105	Darren Paterson	Feedback The battery script on Apple devices includes a service checker step that needs to be removed. Impact: Agents may attempt to support individual service related issues using incorrect diagnostics.	The Phone / tablet issues script has been updated. https://three.lucidcx.com/uad/index.jsp#ref=20-5972364&uad=d=Apple/iPhone%208%20Plus&s=HandsetMainApple&steps=q325960,a326178,q326179,a326181,q326183,a326185,q326187,a326189,q326190	- Apple devices	No further action required.	09.05.2018
#25104	Darren Paterson	Feedback When the agent selects the Battery script found in the ?Phone/Tablet Issues? option, I need it to link to the battery script that is currently found in ?Power Issues? in the ?Phone Issues ? Test? area. I'm working through these to eventually replace all scripts in the ? Phone/Tablet Issues? option with all those in the other location. Impact: Inconsistent troubleshooting.	The Phone / tablet issues script has been updated. https://three.lucidcx.com/uad/index.jsp#ref=20-5972364&uad=d=Samsung%20S9%20Plus&s=HandsetMain&steps=q1144	- Android devices	No further action required.	09.05.2018
#25082	Darren Paterson	Feedback Agents are unable to access the link support.google.com as it isn't white listed. This link is still useful for customers, so we should advise accordingly. Impact: Poor customer experience and failure to open link correctly.	The Products script has been updated. https://three.lucidcx.com/uad/index.jsp#ref=20-5972364&uad=d=Google/Nexus%205&s=Products_GoogleMail&steps=q243605,a243607,q243609	- All devices	No further action required.	09.05.2018
#25029	Michelle Fernandes	Feedback The script at one point advises the advisor to check service checker and we no longer use service checker anymore... Can we please have this updated Impact: Advisors will not be able to give accurate outcomes to the customer about network	The Battery Issues script has been updated. https://three.lucidcx.com/uad/index.jsp#ref=20-5972364&uad=d=Samsung%20S9%20Plus&s=StabilityIssues_PowerIssues&steps=q420685,a420687,q417638,a417642,q417644,a417646,q417652	- Android devices	No further action required.	09.05.2018
#25112	Caroline Press	Shortcodes & Payfort	SMS Shortcodes & Payfort updated in the UAD Pricebook.	- NA	No further action required.	09.05.2018

NA	NA	General Agent2 updates	The following article has been added: - Why does my screen have an orange coloured tint?	- Samsung Galaxy S5 Neo - Samsung Galaxy S6 - Samsung Galaxy S6 Edge - Samsung Galaxy S6 Edge Plus - Samsung Galaxy S7 - Samsung Galaxy S7 Edge - Samsung Galaxy A3 2017 - Samsung Galaxy A5 2017 - Samsung Galaxy J3 2017 - Samsung Galaxy S8 - Samsung Galaxy S8+ - Samsung Galaxy Note8 - Samsung Galaxy S9 - Samsung Galaxy S9+	No further action required.	09.05.2018
NA	NA	General Agent2 updates	The following articles have been added: - Why do darker colours look pixelated or grainy when watching videos? - Is facial recognition on Samsung devices slower than other device manufacturers?	- Samsung Galaxy S9 - Samsung Galaxy S9+	No further action required.	09.05.2018
NA	NA	General Agent2 updates	The following article has been added: - Why is my slow motion camera blurry and dark?	- Samsung Galaxy S9 - Samsung Galaxy S9+	No further action required.	09.05.2018
NA	NA	General Agent2 updates	The following articles have been added: - Why is my pause and playback button is not working properly on YouTube? - Why is my camera preview not working?	- Samsung Galaxy S9 - Samsung Galaxy S9+	No further action required.	09.05.2018
NA	NA	General Agent2 updates	The following articles have been added: - How do I change the background of applications and menu screens? - Why is the colour of my font not visible in my messages?	- Samsung Galaxy S8 - Samsung Galaxy S8+ - Samsung Galaxy S9 - Samsung Galaxy S9+	No further action required.	09.05.2018
NA	NA	General Agent2 updates	The following articles have been added: - Smart Switch from BlackBerry to your Samsung device using Wi-Fi Direct - Smart Switch from BlackBerry to your Samsung device using OTG cable - Smart Switch from Windows phone to your Samsung device using Wi-Fi Direct - Smart Switch from Android to your Samsung device over Wi-Fi Direct - Smart Switch from iOS to your Samsung device using an OTG cable - Smart Switch from iOS to your Samsung device using iCloud	- Samsung Galaxy S8 - Samsung Galaxy S8+ - Samsung Galaxy S9 - Samsung Galaxy S9+	No further action required.	09.05.2018
NA	NA	General Agent2 updates	The following article has been added: - My keyboard isn't working after updating to Oreo	- Samsung Galaxy S8 - Samsung Galaxy S8+	No further action required.	09.05.2018
NA	NA	General Agent2 updates	The following article has been added: - How do I add ICE contact access to my lock screen?	- Samsung Galaxy S8 - Samsung Galaxy S8+ - Samsung Galaxy S9 - Samsung Galaxy S9+	No further action required.	09.05.2018
NA	NA	General Agent2 updates	The following articles have been added: - Missed call notifications are not appearing	- Samsung Galaxy S9 - Samsung Galaxy S9+	No further action required.	09.05.2018

NA	NA	New device support site	Coming soon support site available on the UAD	- Honor 10	Simulation and scenarios will be available soon.	09.05.2018
NA	NA	3D Model	New 3D Model now available.	- Alcatel U5	No further action required.	09.05.2018