



June 2024

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**WATS Feature Release Note  
Root Cause Analysis**



## Major Feature Areas

Root Cause Analysis..... 3



## Root Cause Analysis

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In this release of Root Cause Analysis (RCA), we are excited to introduce several comprehensive features. Here is what is new:

1. New status: Archived
  - We have added a new status called “Archived,” providing users with a clearer way to manage and organize the tickets.
  - Able to do batch updates on solved tickets.
  - New status icons
2. Updated views
  - Replaced “My solved” with “My tickets” view for improved clarity.
  - Introduced a new view called “All tickets” to provide users with a comprehensive overview of all tickets.
  - Able to show and hide tickets based on status.
3. RCA Widget on Dashboard
  - Users can now add RCA views to dashboard, offering quick access to the tickets.
4. Tag Manager
  - To streamline tag management, we have integrated Tag Manager into the RCA module, making it easier for users to update and manage the tags.
5. Editing subject
  - Improved the ability to edit the subject of a ticket after its creation, providing greater flexibility and control over ticket details.
6. Improved tooltip on Progress Tracker
  - We have improved the tooltip on the progress tracker, providing detailed descriptions of the differences between various stages, denoted by D’s.
7. Changelog updates
  - The changelog now tracks ticket creation, updates, and deletion, ensuring a comprehensive record of all ticket-related activities.