



Nov 2024

**WATS Feature Release Note
Root Cause Analysis 25.1.1**



Major Feature Areas

Root Cause Analysis..... 3



Root Cause Analysis

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

1. Editing Progress
 - Introduced the ability to set progress directly when creating a new ticket.
2. Enhanced Reference Management
 - Users can now add and modify references within tickets.
 - Automatically fetch tags if a GUID is detected in the URL for seamless integration.
3. Export Ticket Messages
 - Enabled the option to export all messages associated with a ticket.
4. Improved Grid Search
 - Added the ability to search tickets by subject and associated tags for quicker and more precise results.
5. RCA Widget on Dashboard
 - Introduced filtering capabilities by period to refine RCA insights on the dashboard.