



Maica Client Care Release Notes V.0.152

Ticket #	Ticket Title	Description
CC-680	Schedule Manager	<p data-bbox="719 691 1281 727">New Feature: Schedule Manager</p> <p data-bbox="719 772 2040 935">The Schedule Manager has been introduced into Maica to provide a central place to manage Appointments and Shifts in bulk. This feature displays records in a data table to consolidate scheduling actions whilst adding bulk management options for more efficient updates.</p> <p data-bbox="719 979 981 1016">What's Changed?</p> <ul data-bbox="770 1054 2024 1353" style="list-style-type: none"><li data-bbox="770 1054 1980 1134">● Dedicated Interface: A new Schedule Manager section is available in the Maica Navigation.<li data-bbox="770 1145 1928 1225">● Appointment and Shift Management: Supports direct creation, editing, and management of Appointments and Shifts.<li data-bbox="770 1236 1995 1316">● Bulk Actions: Allows multiple records to be updated, reallocated, or managed at the same time.<li data-bbox="770 1327 2024 1353">● Filtering and Controls: Includes and inherits all filters and actions from the current

		<p>Planner.</p> <p>Further Information</p> <p>For a full breakdown of this feature, refer to the Knowledge Base articles:</p> <ul style="list-style-type: none"> • Schedule Manager Overview • Schedule Manager Actions
CC-675	Mobile Form Factor Support for Contact Page Components	<p>Enhancement: Mobile Form Factor Support</p> <p>This enhancement adds mobile form factor support to two Maica components on the Contact page, enabling them to be displayed correctly within the Salesforce mobile app.</p> <p>What's Changed?</p> <ul style="list-style-type: none"> • The following components have been updated to support the mobile form factor and can now be added to the Contact page layout for mobile display: <ul style="list-style-type: none"> ○ Maica – Active Schedules ○ Maica – Active Service Agreement Information • Maica – Upcoming Appointments already supported the mobile form factor and required no changes. <p>Outcome</p>

		<p>All three key Contact page components – Active Schedules, Active Service Agreement Information, and Upcoming Appointments – can now be displayed on the Contact record page within the Salesforce mobile app, giving users access to critical participant information on the go.</p> <p>Example Scenarios</p> <ul style="list-style-type: none"> • <input checked="" type="checkbox"/> A user opens a Contact record in the Salesforce mobile app → the Active Schedules and Active Service Agreement Information components display correctly on the page. • <input checked="" type="checkbox"/> The Upcoming Appointments component continues to display as expected on mobile with no change to existing behaviour.
CC-659	Too Many SOQL Queries Error Fix	<p>Fix: Too Many SOQLs</p> <p>This fix resolves a “Too Many SOQL Queries” error occurring during Recurring Appointment processing and Schedule splitting logic.</p> <p>Under certain scenarios, nested batch executions and duplicated query logic were causing Salesforce governor limit breaches, particularly when processing large volumes of Recurring Appointments.</p> <p>What was Fixed?</p> <ul style="list-style-type: none"> • Removed nested batch execution chains that previously resulted in:

- Database .executeBatch being invoked from within another batch context.
- Refactored the Recurring Appointment processing flow so that:
 - The commit batch now executes from the **finish** method rather than within another batch execution.
- Reworked the logic responsible for cloning Master Appointment data to ensure:
 - Participant filtering is correctly applied.
 - Duplicate Delivery Activities are not created during Schedule splitting.
 - Relevant context (Participants, Resources, flags) is correctly passed into the commit batch.
- Updated Schedule splitting logic to prevent unintended Delivery Activity duplication when Participants are removed.
- Improved handling of high-volume Recurring Appointment generation to reduce SOQL consumption and avoid governor limit breaches.

Outcome

Recurring Appointment and Schedule processing now execute without triggering SOQL governor limit errors.

This ensures:

- Stable execution of Recurring Appointment batches.
- Correct inheritance of Participants, Resources and related records.
- No unintended duplication of Delivery Activities.
- Improved reliability when processing large numbers of Appointments.

		<p>The updated logic has been thoroughly tested across standard creation, Schedule updates, participant changes, and high-volume recurring scenarios prior to release.</p>
<p>CC-689</p>	<p>Participant Note Needs to Be Closed and Reopened to Save if Field Validations Were Triggered</p>	<p>Fix: Participant Note – Save Failure After Field Validation Error</p> <p>This fix resolves an issue where a Participant Note could not be saved after a field validation error was triggered. Previously, if a user attempted to save a Participant Note and a validation error was displayed, correcting the error and attempting to save again would fail – requiring the user to close and reopen the modal before the record could be saved successfully.</p> <p>What was Fixed?</p> <ul style="list-style-type: none"> • Corrected the save handling logic in the Participant Note component so that after a validation error is triggered and subsequently resolved by the user, the record saves correctly on the next attempt without requiring the modal to be closed and reopened. <p>Outcome</p> <p>Users can now correct validation errors within the Participant Note modal and save successfully in the same session, eliminating the need to discard their work and reopen the form.</p> <p>Example Scenarios</p>

		<ul style="list-style-type: none">• <input checked="" type="checkbox"/> A user submits a Participant Note with a missing required field → a validation error is displayed. The user fills in the missing field and clicks Save again → the note saves successfully.• <input checked="" type="checkbox"/> A user does not need to close and reopen the Participant Note modal after a validation error in order to save the record.
CC-681	Travel Logic Does Not Respect Ratio Calculation Setting	<p>Fix: Travel Delivery Activity Quantity Incorrect When Ratio Calculation Set to Unit Price</p> <p>This fix resolves an issue where the Travel Management logic was not correctly respecting the Ratio Calculation setting when it was configured to Unit Price. When creating Travel Time and Travel Distance Delivery Activities for group appointments, the Quantity was being split by the participant ratio regardless of the Ratio Calculation setting – causing incorrect Quantity values and downstream pricing errors on invoices.</p> <p>What was Fixed?</p> <ul style="list-style-type: none">• Corrected the logic in <code>TravelManagementProc.handleDeliveryActivity()</code> to correctly determine the Ratio Calculation Base when creating Travel Delivery Activities, taking into account the Category Funding configuration.• When Ratio Calculation is set to Unit Price, Travel Delivery Activity Quantity is no longer divided by the participant ratio. The full travel quantity (minutes or kilometres) is correctly assigned to each participant's Delivery Activity, with the ratio applied to the Unit Price instead – consistent with how non-travel Delivery Activities behave under this setting.

- This prevents the double-ratio issue where Quantity was being split during DA creation and then Quantity Delivered was being split again by the trigger, resulting in compounded incorrect values.

Outcome

Travel Delivery Activities now correctly reflect the full travel Quantity per participant when Ratio Calculation is set to Unit Price, ensuring accurate pricing on invoices for group appointments with shared travel costs.

Example Scenarios

- A group appointment has 3 participants with Ratio Calculation set to Unit Price – a 20km travel leg is recorded → each participant's Travel Distance Delivery Activity has Quantity = 20, with the ratio applied to the Unit Price rather than the Quantity.
- A group appointment has 3 participants with Ratio Calculation set to Quantity – a 20km travel leg is recorded → each participant's Travel Distance Delivery Activity has Quantity = 6.67, consistent with existing behaviour.
- Invoice generation for group appointments with travel now produces correct line item amounts regardless of Ratio Calculation setting.