Platform Update Process

Last Modified on 04/17/2024 10:50 am EDT

Overview

To help your organization achieve its goals, Resolver provides innovative tools and features, while continually refining existing ones. We regularly release new product functionality that includes new features, feature changes, and bug fixes.

Prior to each release, we'll provide you with notice to help keep any disruption to your organization's daily operations to a minimum. You can enable most new functionality at your discretion, but to ensure the best experience and performance, some features are automatically applied to your production environment when necessary.

Product Release Process

Once a product has been signed off for release, our team goes through the following stages prior to a release:

Release Process

Major Updates

Major updates are larger releases that include multiple new features or major feature changes that impact customers. To ensure that both our customers and internal teams are ready for the release, Resolver completes the following process:

1. The Resolver team approves the release after testing and calibrating new features.

2. For eligible customers, new product functionality is made available to you in your sandbox environment as an early preview, along with product documentation for your review.

3. Your production environment is updated 1 to 3 weeks after the update to sandbox environments, depending on your country of operation. You'll be advised of the required downtime approximately 2 weeks prior via notifications in Core, followed by a product release email.

Minor Updates

Minor updates are small releases that usually focus on small feature tweaks or bug fixes that

impact customers. To ensure our customers are ready for the release, Resolver completes the following process:

1. The Resolver team approves the update after testing the changes.

2. For eligible customers, the update is made available to you in your sandbox environment, along with product documentation for your review.

3. Your production environment is updated in the days following the updates to the sandbox environments. Where downtime is required, you'll be advised of the downtime approximately 1 week prior via notifications in Core.

To learn more about our approach to quality, review our Feature Development and Release Testing article. For a summary of features and bug fixes for each previously released version of Core, see the Platform Releases section. Should you require additional information or support, contact your Customer Success Manager or Resolver Support.

The update timelines stated above are target timelines. In rare circumstances, we may deviate from these targets.