

New File Experience in RAVE

With the release of the new version of RAVE comes a new and improved way of managing files attached to RAVE cases and sharing them between customers and the agents.

Generate file sharing links

RAVE cases still feature a **Generate File sharing link**. You're encouraged to share this link with the customer to send or receive files.



Generate file sharing link

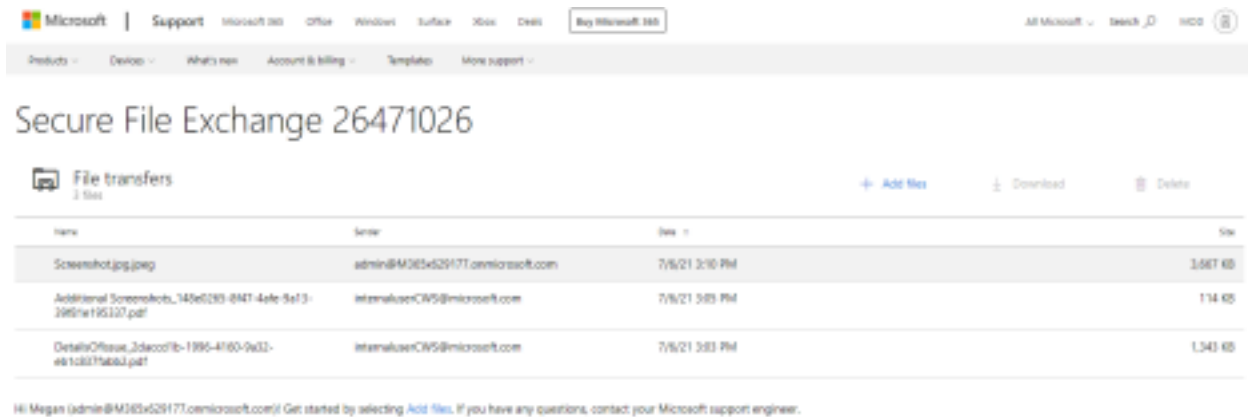
Customer perspective

The customer can open the provided link through their browser to access the **Secure File Exchange**. To view the files that were uploaded by themselves or the agents, the customer must log in to the Secure File Exchange. They can add files to the case without logging in.

Important: To log in and view any files on the RAVE case, the customer must match the listed customer contact. If they are not the customer contact, they can't see any files.

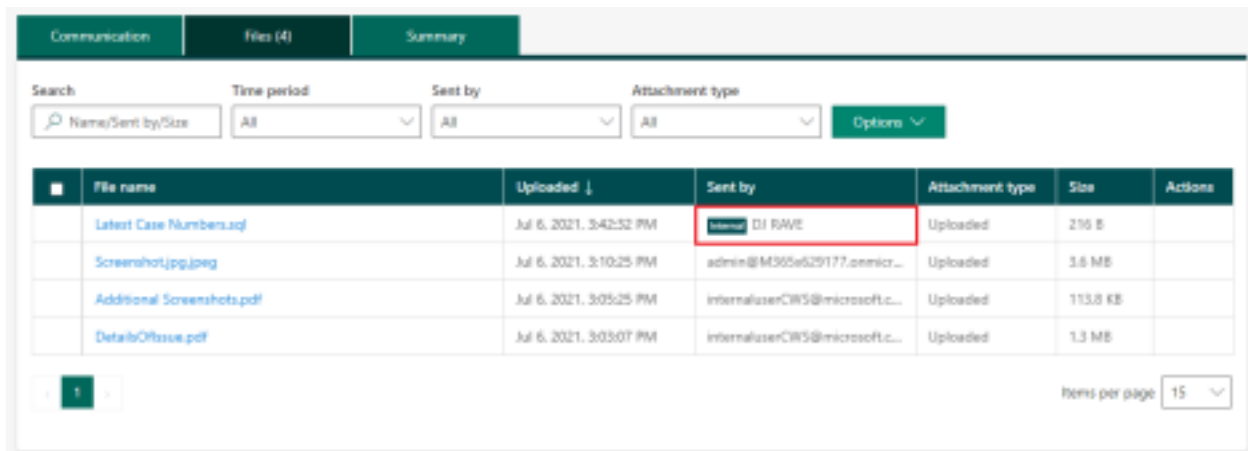
After logging in, the customer can:

- **Add** files to the case.
- **Download** any files that are shared.
- **Delete** any files in the Secure File Exchange, such as any files the customer uploaded or files that the agent uploaded and shared with the customer.



Customers secure file exchange view

Not every file that's uploaded to the case is visible to the customer. Only files the customer uploads themselves and files shared with the customer are visible. Any files marked with an **Internal** flag are only visible to other RAVE agents.



Internal RAVE case files

Agent perspective

While you're logged in and viewing a RAVE case, you can still:

- **Add** files to the case.
- **Delete** any files that were uploaded through RAVE.

Note: Agents are not able to delete any files uploaded by the customer.

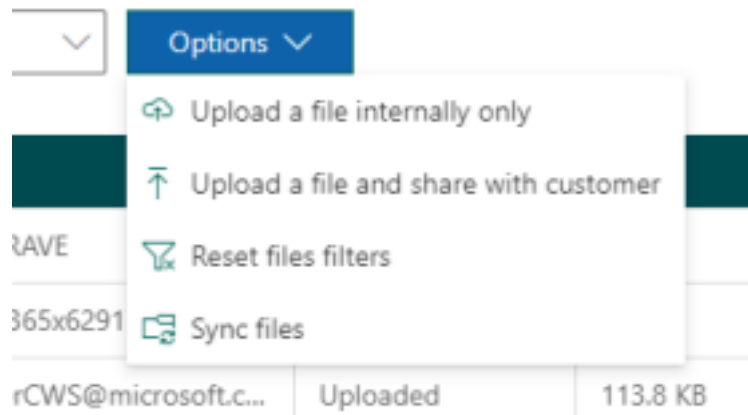
File management

With the new file experience, you have several new file management options available:

- **Upload a file internally only.** Upload a file with an Internal flag that is only accessible by other RAVE agents and won't appear in the Secure File Exchange.
- **Upload a file and share with customer.** Upload a file that appears in the Secure File Exchange

for the customer.

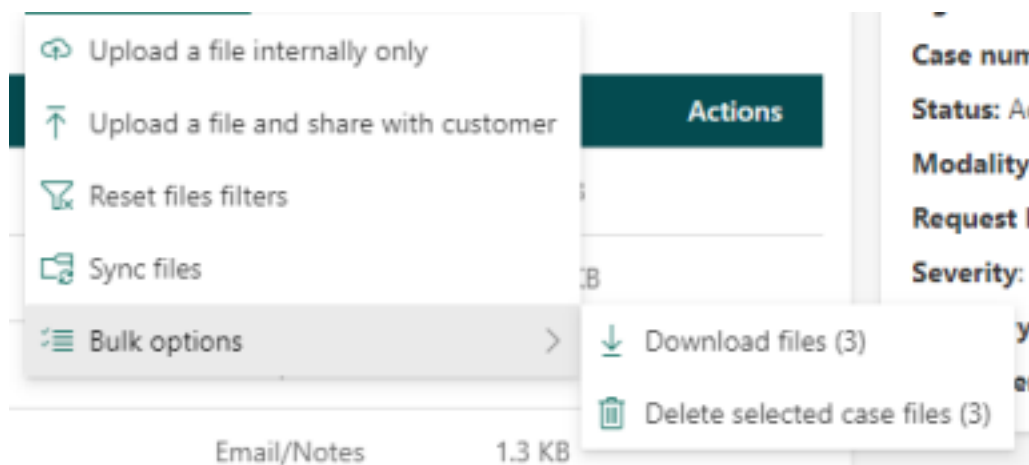
- **Reset files filters.** Reset the file filters to their default value of 'All.'
- **Sync files.** Causes RAVE to re-sync to the DTM service and syncs with the RAVE workspace. **Note:** RAVE automatically syncs anytime a new file is uploaded. This option is helpful if files that the customer or agent uploads are not appearing in the RAVE workspace.



New Agent file options

Bulk options

RAVE now supports bulk operations on all files uploaded to the case. With multiple case files selected, the new **Bulk options** become available. Open the Options drop-down to access the new Bulk Option.



New Agent bulk options

You can perform the following bulk actions in RAVE:

- **Download files.** Downloads all selected files.
 - This option downloads all selected files individually. In the future, this will download as a singular zip file.

- Allow pop-ups for RAVE in the browser for this to work correctly.
 - **Delete selected case files.** Deletes all selected case files, following the same restrictions that agents can only delete files uploaded through RAVE.
- Note:** if you need to delete a customer uploaded file, contact RAVE Desk.

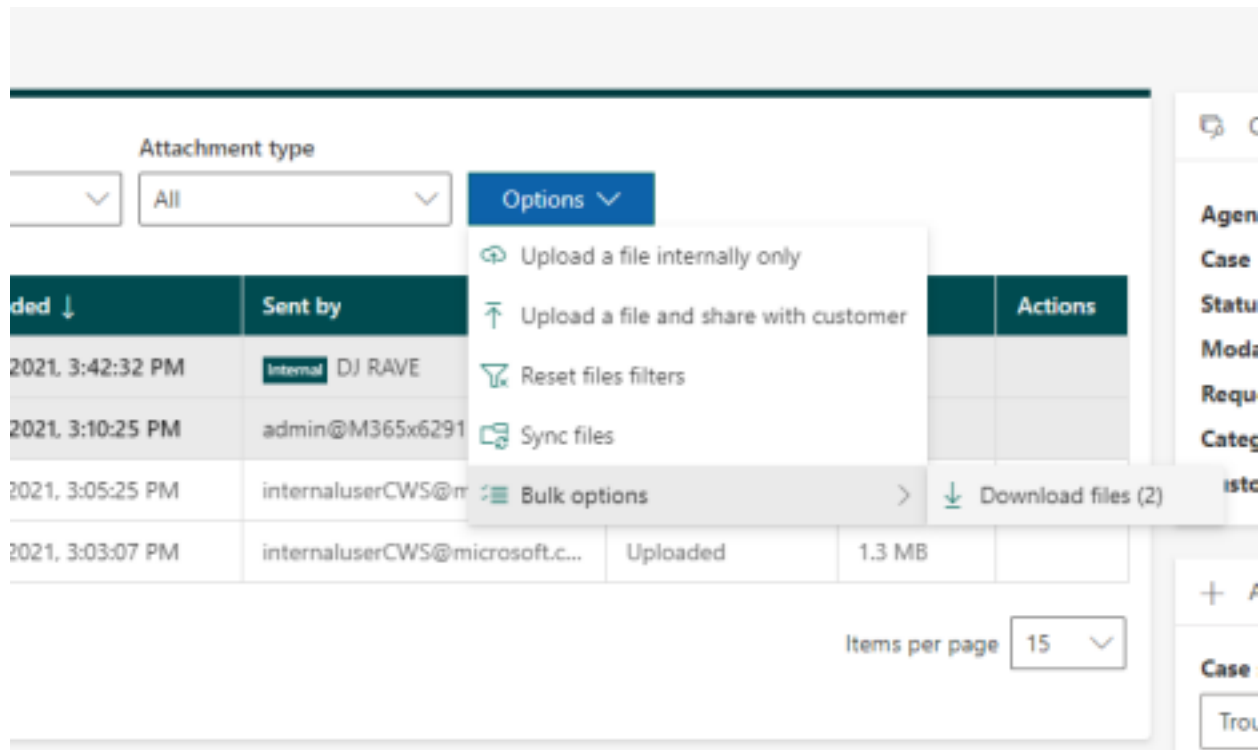
Additional file experience changes

Other changes to improve useability and performance were implanted, along with the new options to upload and manage RAVE case files.

Note: The RAVE UI is being continually improved on, so the content of this section is subject to change.

File controls

For screen resolutions of 1080p or lower, the new file experience controls are accessible via the **Options** drop-down located to the right of the file filters.



New file experience controls on resolutions of 1080p or lower.

For screen resolutions above 1080p, the file upload options are accessible under a new **Upload files** dropdown. If multiple files are selected, the new **Bulk action** dropdown appears to the right of the Upload files options.

Attachment type

▼

All

▼

Options ▼

Upload files ▼

Bulk action ▼

	Attachment type	Size	Actions
E	Uploaded	216 B	
x529177.onmicr...	Uploaded	3.6 MB	
VS@microsoft.c...	Uploaded	113.8 KB	
VS@microsoft.c...	Uploaded	1.3 MB	

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Upload files and bulk action dropdowns on resolutions above 1080p.

File limitations

Currently, RAVE supports a maximum of 100 files uploaded per case. RAVE is actively investigating expanding this limitation to 1000 files uploaded per case in the near future.

Need help?

For questions on the content of this article, reach out to [REDACTED].

To request that content be updated or added to this wiki, submit a Documentation Bug via [REDACTED] or contact [REDACTED].