

Customer Case - 1/11/2018

New in this release

Added a capability to switch statuses of ideas and requests in Customer Case.

Now you can change the request status right in Customer Cases without opening Jira.

The screenshot shows the 'Customer Case for JIRA' interface. At the top, there is a navigation bar with a search field and utility icons. Below it, the page title 'Customer Case for JIRA' and a 'Post a new idea' button are visible. The main content area features a request titled 'Add capability to make transitions with screens on portal's request page' by Dmitry Zagorovsky. A comment section below the request contains a text editor with a blue callout box that reads 'ON-THE-FLY STATUS CHANGE' and 'Transition requests to the appropriate status right in Customer Case.' To the right of the request, a 'STATUS' dropdown menu is open, showing options: 'TO DO', 'PLANNED', 'ANSWERED', 'DUPLICATE', 'DECLINED', 'IN PROGRESS', and 'IN REVIEW'. A blue arrow points from the callout box to the 'ANSWERED' option in the status menu.

The new version of add-on also includes the following features:

- Added a capability to insert images into requests and comments by drag-n-drop or pasting from the clipboard.