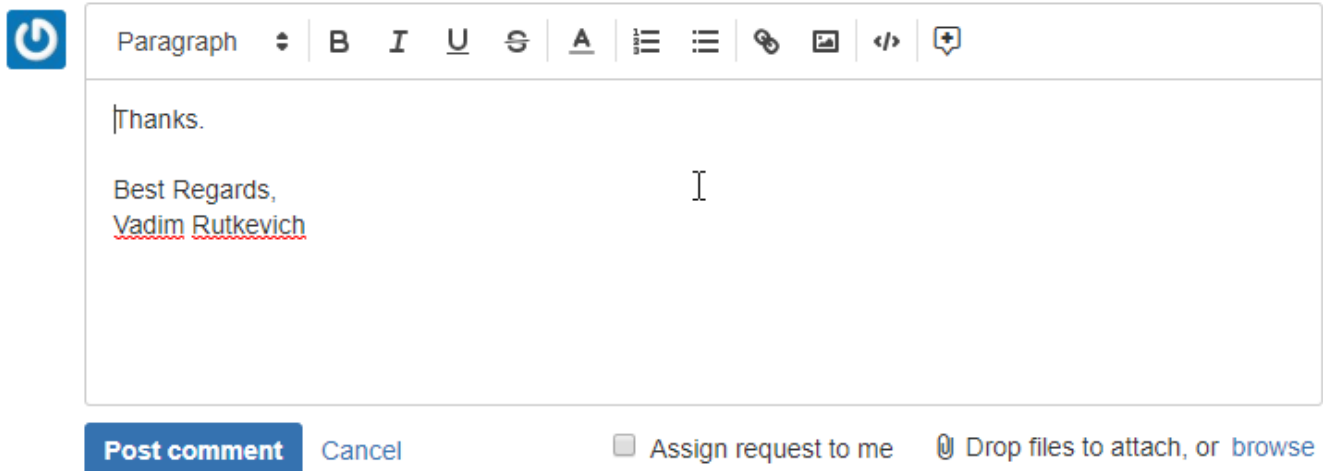


Customer Case - 12/19/2018

New in this release

Added an option to assign requests to yourself when replying to tickets.

Now you can quickly become an assignee on the request.



The screenshot shows a rich text editor interface. At the top left is a blue circular icon with a white power symbol. To its right is a toolbar with the following items: 'Paragraph' with a dropdown arrow, bold (B), italic (I), underline (U), strikethrough (ABC), text color (A), bulleted list, numbered list, link, image, code, and a plus sign icon. The main text area contains the text: 'Thanks.' followed by a blank line, then 'Best Regards,' followed by 'Vadim Rutkevich' which is underlined in red. A cursor is positioned at the end of the second line. Below the text area are three buttons: 'Post comment' (blue), 'Cancel', and 'Assign request to me' (checkbox). To the right of the 'Assign request to me' button is a file upload icon and the text 'Drop files to attach, or browse'.

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

- Added the embedding of images and attaching of files into email notifications.

Fixed in this release

- Resolved the issue with showing emoticons in replies.
- Resolved the issue with parsing the customer name from the received emails when there was no full name in the email metadata.