

Customer Case - 2/1/2018

New in this release

Added the management of participants while managing requests in Customer Case.

Now support agents can instantly view and manage all the participants while working on the request. You can also manage participants while viewing requests in Jira.

The screenshot displays a Jira Customer Case interface. At the top, there is a dark blue header with a search bar and navigation icons. Below the header, the main content area shows a request titled "Issue with registration in Customer Case" by Larry Stenfer, dated 03 November 2015. The request content reads: "Hello, Team! I've got a problem with registration in Customer Case. It persists with the error about the account deactivation. What's the cause of this?". Below the request, there are 5 comments, with the first comment by Larry Stenfer stating: "Vadim, I have refreshed the page with the issue no longer persists and will be for sure. I will check whether...". On the right side, there is a sidebar with the following information: "STATUS: IN PROGRESS", "CATEGORY: Functionality", and "PARTICIPANTS +: Vadim Rutkevich [StiltSoft], Larry Stenfer, Alexander Ovsyannikov". A blue callout box labeled "PARTICIPANT MANAGEMENT" points to the participant list in the sidebar, with text that reads "Instantly view and manage participants while reviewing requests."

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

- Improved the way to add multiple email addresses when setting access restrictions for forums.

Fixed in this release

- Resolved the issue with creating new comments from emails of users specified as CC in the incoming original emails.