

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 navigation bar with a search field and icons for help and power. Below this, the page title is 'Data Feed Aggregator Forum / FA-18 Issue with registration in Customer Case', accompanied by a 'Submit a new request' button. The main content area shows a post by Larry Stenfer, dated 03 November 2015. The post text 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 post, there are 5 comments, with a text input field for adding a comment. On the right side, there is a sidebar with the following information: 'Unwatch' and 'View in JIRA' buttons; 'STATUS' set to 'IN PROGRESS'; 'CATEGORY' set to 'Functionality'; and a 'PARTICIPANTS' list with a plus sign. The participants listed are Vadim Rutkevich [StiltSoft], Larry Stenfer, and Alexander Ovsyannikov. A blue callout box labeled 'PARTICIPANT MANAGEMENT' points to the participant list, containing the text: '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.