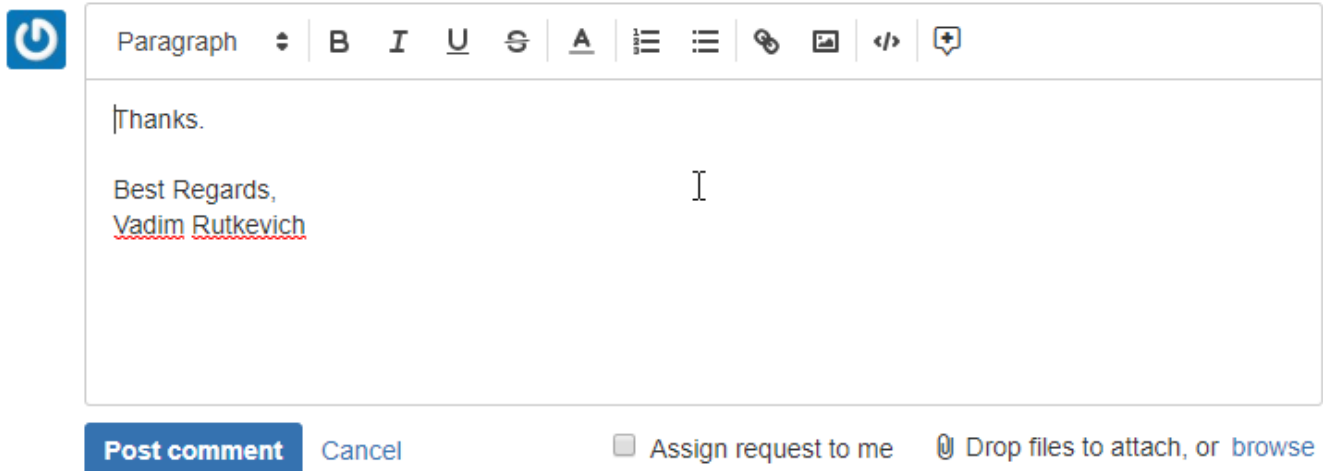


# Customer Case - 12/19/2018

## 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: a dropdown menu currently showing 'Paragraph', followed by icons for Bold (B), Italic (I), Underline (U), Strikethrough (ABC), Text Color (A), Bulleted List, Numbered List, Link, Image, Code, and a plus sign for more options. The main text area contains the text: 'Thanks.' on the first line, and 'Best Regards,' followed by 'Vadim Rutkevich' on the second line. The name 'Vadim Rutkevich' is underlined and has a red squiggly line underneath it, indicating a link. A vertical cursor is positioned to the right of the name. Below the text area are three buttons: 'Post comment' (a blue button with white text), 'Cancel' (a light blue button with dark blue text), and a checkbox labeled 'Assign request to me' which is currently unchecked. To the right of the checkbox 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.