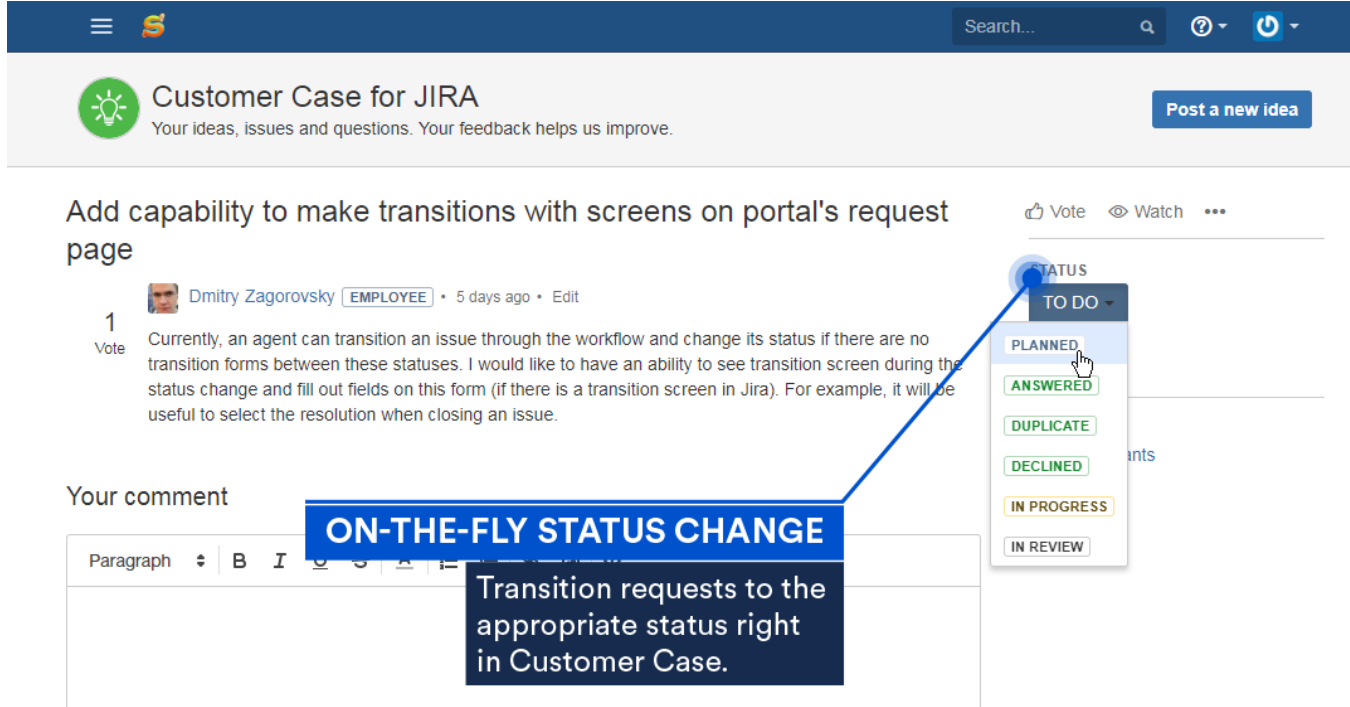


# Customer Case - 1/11/2018

## 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 displays the 'Customer Case for JIRA' interface. At the top, there is a navigation bar with a search field and utility icons. Below this, the page title 'Customer Case for JIRA' is shown with the tagline 'Your ideas, issues and questions. Your feedback helps us improve.' and a 'Post a new idea' button. The main content area features a request titled 'Add capability to make transitions with screens on portal's request page' by Dmitry Zagorovsky, posted 5 days ago. The request text describes the need for transition forms between statuses. A 'STATUS' dropdown menu is open, showing options: 'TO DO', 'PLANNED', 'ANSWERED', 'DUPLICATE', 'DECLINED', 'IN PROGRESS', and 'IN REVIEW'. A blue callout box with the text 'ON-THE-FLY STATUS CHANGE' and 'Transition requests to the appropriate status right in Customer Case.' points to the 'ANSWERED' option in the menu. Below the request, there is a 'Your comment' section with a rich text editor.

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.