

# Customer Case - 11/20/2017

## New in this release

### Filtration of unanswered requests pending service agents' review or input.


Now your service agents can quickly locate requests pending their input or the ones which they missed accidentally.

The screenshot shows the 'Data Feed Aggregator Forum' interface. At the top, there is a search bar and navigation icons. Below the forum title, there is a 'Submit a new request' button. The main content area displays a list of requests with filters for 'Recently updated', 'New', 'Assigned to me', and 'Unanswered'. The 'Unanswered' filter is selected and highlighted with a blue circle. A callout box points to this filter with the text 'UNANSWERED REQUESTS' and 'Quickly locate unanswered requests pending input of your service agents'. The list of requests includes:

- XML Data feed parsing ends in an error**  
0 comments • Vadim Rutkevich • Updated a moment ago  
IN PROGRESS | Compatibility | Functionality
- Issue with registration in Customer Case**  
5 comments • Larry Stenfer • Updated a moment ago  
IN PROGRESS | Functionality
- Failed data extraction on large data amounts**  
1 comments • Vadim Rutkevich • Updated 25 July 2016  
BACKLOG | Functionality | Performance Optimization
- Resolved the issue with Oracle Database 12C Exception**  
3 comments • Vadim Rutkevich • Updated 08 June 2016  
BACKLOG | Functionality

The new version of add-on includes the following feature:

- Added a filtration option to show all unresolved requests with no regard of their status.

 Filtration of unresolved requests will work with requests created or updated after installation of the current app version.

## Fixed in this release

- Resolved the markup issue when switching between different types of forums in JIRA in the Forums section.