

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 main header reads 'Customer Case for JIRA' 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 states: 'Currently, an agent can transition an issue through the workflow and change its status if there are no transition forms between these statuses. I would like to have an ability to see transition screen during the status change and fill out fields on this form (if there is a transition screen in Jira). For example, it will be useful to select the resolution when closing an issue.' To the right of the request, there are 'Vote' and 'Watch' icons. 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 status 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.