

Customer Case - 8/16/2018

New in this release

Added support for custom fields that can be shown on the request creation form.

Now you can add custom fields on the request creation form and collect all the required information for issue diagnostics.

The screenshot shows the 'Create a request' form in the Customer Support Forum. The form includes a 'Summary' field with the text 'The application does not load after the restart', a 'Description' field with a rich text editor containing 'Hi Team! I have performed the maintenance restart of the application and now it does not load. Please advise.', a 'Severity Level' dropdown set to 'Critical', an 'Application Version' text field with '2.5.7', and a 'Database' dropdown set to 'PostgreSQL'. A blue callout box with the text 'SHOW CUSTOM FIELDS ON FORMS' and 'Display the required custom fields on the request creation form and collect information for issue diagnostics' points to the 'Application Version' field. The form also has 'Create' and 'Cancel' buttons, and a file upload area with the text 'Drop files to attach, or browse'.

Added support for the automatic request re-opening upon the receiving of a new comment from customer.

Now your requests can be automatically reopened when you a new comment is posted by the customer for closed requests.

Edit Forum: Customer Support Forum

- General settings
- Restrictions
- Authentication
- Automation**

On public comment added

Conditions

Issue type
Choose an issue type

Issue status
Choose an issue status

Initiator
Choose an initiator

Action

Transition issue to
Choose an issue status

Add

Saved rules

Name	Description	Action
Issue re-opening	When comment is added by customer and issue type is 'Bug' and issue status is 'Done' then transit issue to status 'In Progress'	Delete

AUTOMATED ISSUE RE-OPENING
Configure the automatic request re-opening upon the posting of a new comment by the customer or agent

Save Cancel

Added support for selection of the default issue type for request creation on the forum.

Now you can select the appropriate issue type for tracking incoming requests on your forums.

Customer Case Forums

Create new forum

Edit Forum: Support Forum

General settings

Restrictions

Authentication

Automation

Name*
Support Forum

Description*
Support Forum

Forum type*
 Support
 Feedback

Default issue type*
Task

Please select the issue type for tracking all incoming requests on this forum

Fields on the request submission form

- Summary
- Component/s
- Description

DEFAULT ISSUE TYPE FOR REQUESTS
Select the default issue type for tracking incoming requests on your forums.

Save Cancel

Biz forum BIZ SUPPORT Edit · Delete