

Customer Case - 1/18/2018

New in this release

Updated the order of showing the latest replies at the top of the thread on support forums.

Now you can instantly see the latest reply from your customer and quickly proceed to posting your reply right here without any scrolling to the bottom of the page.

The screenshot shows a Jira support forum interface. At the top, there is a navigation bar with a search field and user icons. Below this, the forum title is "Data Feed Aggregator Forum / FA-18" and the issue title is "Issue with registration in Customer Case". A "Submit a new request" button is visible on the right. The main content area shows a post by "Larry Stenfer" from "03 November 2015". The post text reads: "Hello, Team! I've got a problem with registration in Customer Case. It persists with the error about the account deactivation. What's the cause of this?". To the right of the post, there are options to "Unwatch" and "View in JIRA", and a "STATUS" dropdown menu set to "IN PROGRESS". Below the post, it says "5 comments". A text input field with a "Add a comment..." placeholder is shown. A callout box with a blue border and white text points to the "LATEST" label on the first comment. The callout text reads: "NEW ORDER OF COMMENTS IN THREAD Updated the order of showing comments in the thread. Now the latest replies are shown at the top of the thread on support forums." Below the callout, the first comment is by "Larry Stenfer" from "03 November 2015", with a "LATEST" label. The comment text is: "Vadim, I have refreshed the page with the key combination and cleared the browser cache for sure. I will check whether the issue no longer persists and will let you know.Thanks." Below this, the second comment is by "Vadim Rutkevich [StiltSoft] [EMPLOYEE]" from "03 November 2015". The comment text is: "Larry, this is quite strange. Could you please refresh the page with Ctrl + F5 as we suppose that the issue is in caching. Thanks. Cheers, Vadim".