

# Customer Case - 6/23/2016

## New in this release

**Added a capability to pin comments to the top of the comment thread.**

Now you can post the general resolution on ideas as official answers and keep them pinned to the top of the comment list so everyone can see them there.

The screenshot displays the 'Customer Case Forum' interface. At the top, there is a navigation bar with a search bar and icons for menu, help, and user profile. Below the navigation bar, the forum title 'Customer Case Forum' and a description 'Forum for people wanting to improve Customer Case' are visible, along with a 'Post a new idea' button. The main content area shows a comment thread. A callout box with a blue background and white text reads 'Pin comment to the top of the list as an official answer'. The comment thread includes a comment by Peter Jacobs (Employee) dated 'Today 10:50 AM' with the text 'Hi, All! This functionality will be available soon. Just wait for a bit 😊'. Below this, there are two comments by Vadim Rutkevich dated 'Today 11:58 AM', one of which is pinned to the top. The right sidebar shows the status 'IN PROGRESS' and category 'Service Optimization'.

Customer Case Forum  
Forum for people wanting to improve Customer Case

Post a new idea

Add a comment  
skipping

4 Votes

To avoid issues with showing spam requests on the customer portal, there is a need to have the moderation section listing all suspicious requests.  
Detection of the suspicious requests can operate on the basis of keywords or connected spam filters.

Official answer

Peter Jacobs (EMPLOYEE) • Today 10:50 AM • Unpin • View original context

Hi, All!  
This functionality will be available soon. Just wait for a bit 😊

2 comments

Peter Jacobs (EMPLOYEE) • Today 10:50 AM • Edit • Unpin

Hi, All!  
This functionality will be available soon. Just wait for a bit 😊

Vadim Rutkevich • Today 11:58 AM • Edit • Pin to top

Oh, yes!!!!

Vote Unwatch

STATUS  
IN PROGRESS

CATEGORY  
Service Optimization

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

- Added a capability to view comments pinned to the top in the context within the comment thread.