

Customer Case - 9/15/2016

New in this release

- Improved the mechanism parsing requests and comments submitted via email.
- Added a capability to submit ideas to feedback forums via email.
- Added display of the informational message if no requests are available after filtration.
- Improved the mechanism of automatic agent assignment to the request after writing a comment to the request in Customer Case.

Fixed in this release

- Resolved the issue with adding a comment exceeding 32767 characters.
- Resolved the issue with showing the exact date when hovering over the date string of the submitted request in Customer Case.
- Resolved the issue with the reset of the table formatting.