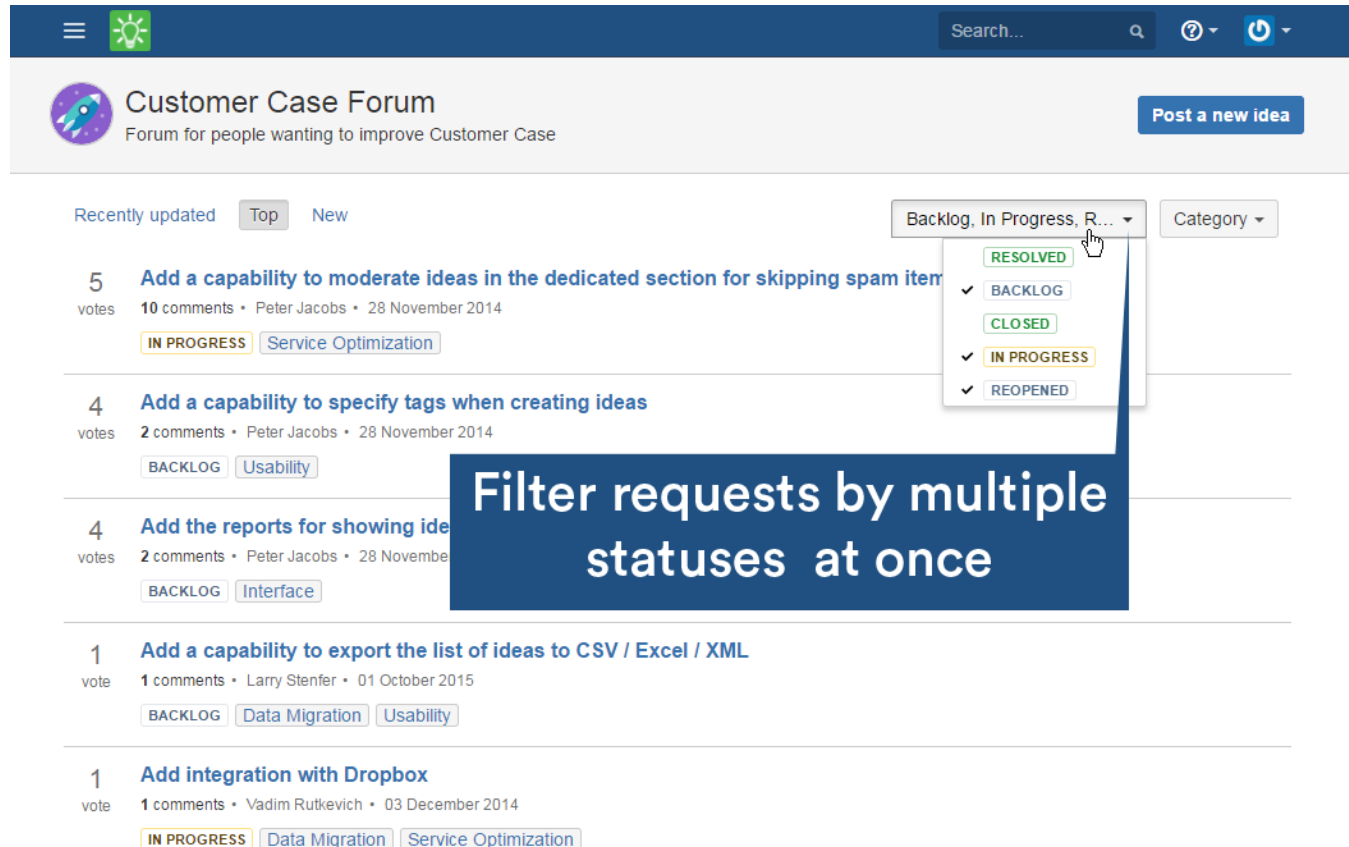


Customer Case - 12/12/2016

New in this release

Added a capability to filter requests by multiple statuses.

Now you can quickly view requests of the appropriate statuses in Customer Case.



The screenshot displays the Customer Case Forum interface. At the top, there is a navigation bar with a search bar and a "Post a new idea" button. Below the navigation bar, the forum title "Customer Case Forum" is shown, along with the tagline "Forum for people wanting to improve Customer Case". The main content area lists several ideas, each with a title, votes, comments, and a date. A dropdown menu is open, showing filter options for "Backlog, In Progress, R..." with checkboxes for "RESOLVED", "BACKLOG", "CLOSED", "IN PROGRESS", and "REOPENED". A blue box with white text "Filter requests by multiple statuses at once" is overlaid on the interface.

Customer Case Forum
Forum for people wanting to improve Customer Case

Post a new idea

Recently updated Top New

Backlog, In Progress, R... Category

5 Add a capability to moderate ideas in the dedicated section for skipping spam items
votes 10 comments • Peter Jacobs • 28 November 2014
IN PROGRESS Service Optimization

4 Add a capability to specify tags when creating ideas
votes 2 comments • Peter Jacobs • 28 November 2014
BACKLOG Usability

4 Add the reports for showing ideas
votes 2 comments • Peter Jacobs • 28 November 2014
BACKLOG Interface

1 Add a capability to export the list of ideas to CSV / Excel / XML
vote 1 comments • Larry Stenfer • 01 October 2015
BACKLOG Data Migration Usability

1 Add integration with Dropbox
vote 1 comments • Vadim Rutkevich • 03 December 2014
IN PROGRESS Data Migration Service Optimization

Filter requests by multiple statuses at once

Added the automatic state retention of the Assigned to me sorting option.

Now you can instantly view support requests assigned to you every time you open the specific support forum.

Recently updated New Assigned to me

Issue with registration in Customer Case

5 comments • Larry Stenfer • 03 November 2015

BACKLOG Functionality

Issues with Data Feed Aggregator

1 comments • Peter Jacobs • 20 October 2015

BACKLOG

The monthly aggregated data is not available for preview

0 comments • Vadim Rutkevich • 30 September 2015

BACKLOG

The indexation issue persists at large data amounts

0 comments • Vadim Rutkevich • 30 September 2015

IN PROGRESS

Application is not compatible with installed NetFramework 2.0

0 comments • Larry Stenfer • 01 October 2015

RESOLVED Compatibility

Having problems with the launch of the application because of a missing driver

3 comments • Larry Stenfer • 01 October 2015

IN PROGRESS Functionality

Get the list of requests assigned to you at once with automatic retention of the sorting option state

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

- Added the automatic assignment of the Employee status to users already registered in Customer Case with other authentication options when they log in Customer Case with a JIRA account for the first time. This is applicable only when a person has logged in to Customer Case with a social or personal account mapped to the email address which is already specified in the settings of his/her JIRA user profile.

Fixed in this release

- Resolved the issue with validation failure when creating a new forum on the basis of a JIRA project.