

Customer Case - 1/4/2017

New in this release

Added a capability to add multiple participants to requests in Customer Case.

The screenshot displays the 'Data Feed Aggregator Forum' interface. At the top, there is a navigation bar with a search bar and a 'Submit a new request' button. The main content area shows a support request titled 'Issue with transferring and installing the update package for the application' by Vadim Rutkevich, dated 26 December 2016. The request text describes a failed download or installation of the application when transferring the update package from the update server. A callout box with the text 'Enter the email address of a person to add him or her as a participant' points to a modal window. The modal window contains the text 'To share this request with other people, enter their email addresses. They will receive notifications afterwards.' and a list of email addresses: 'ruddick@mail.ru', 'lstenfer@yahoo.com', and 'gray.fisher@mail.net'. Below the list are 'Add' and 'Cancel' buttons. The 'Add' button is highlighted with a mouse cursor. The bottom of the interface shows a comment section with a text area, a rich text editor toolbar, and a 'Post comment' button.

Data Feed Aggregator Forum
Forum for people experiencing issues with Data Feed Aggregator

[Submit a new request](#)

Issue with transferring and installing the update package for the application

Vadim Rutkevich • 26 December 2016 • Edit

Hi!

I am having a failed download or installation of the application when transferring the update package from the update server.

Is it a known issue?

1 comment

Peter
Some com

Your comment

Paragraph **B** *I* U ~~S~~ **A**

[Post comment](#)

Drop files to attach, or [browse](#)

STATUS
[BACKLOG](#)

CATEGORY
Functionality

ACTIONS
[Add participants](#)

To share this request with other people, enter their email addresses. They will receive notifications afterwards.

ruddick@mail.ru x
lstenfer@yahoo.com x
gray.fisher@mail.net

[Add](#) [Cancel](#)

Now you can add your employees or colleagues to the reported support requests so they can receive regular updates on request status. Additionally, agents can add watchers to ideas on feedback forums. Users can now also view requests which they were added as participants.