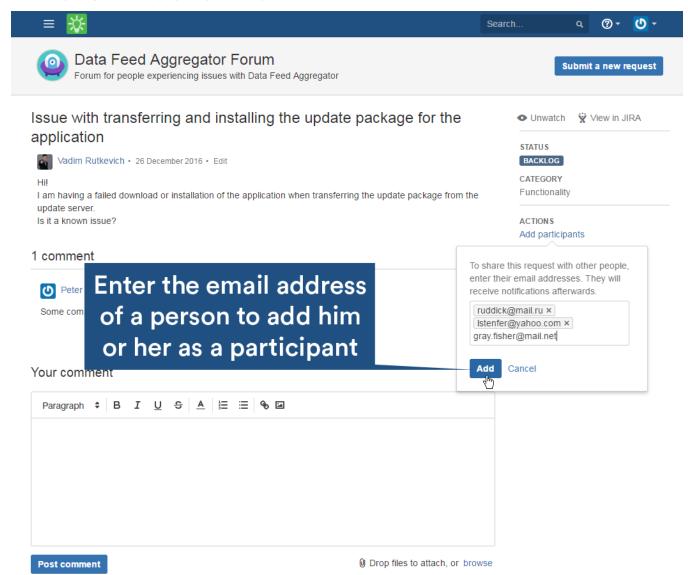# Customer Case - 1/4/2017

New in this release

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

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.