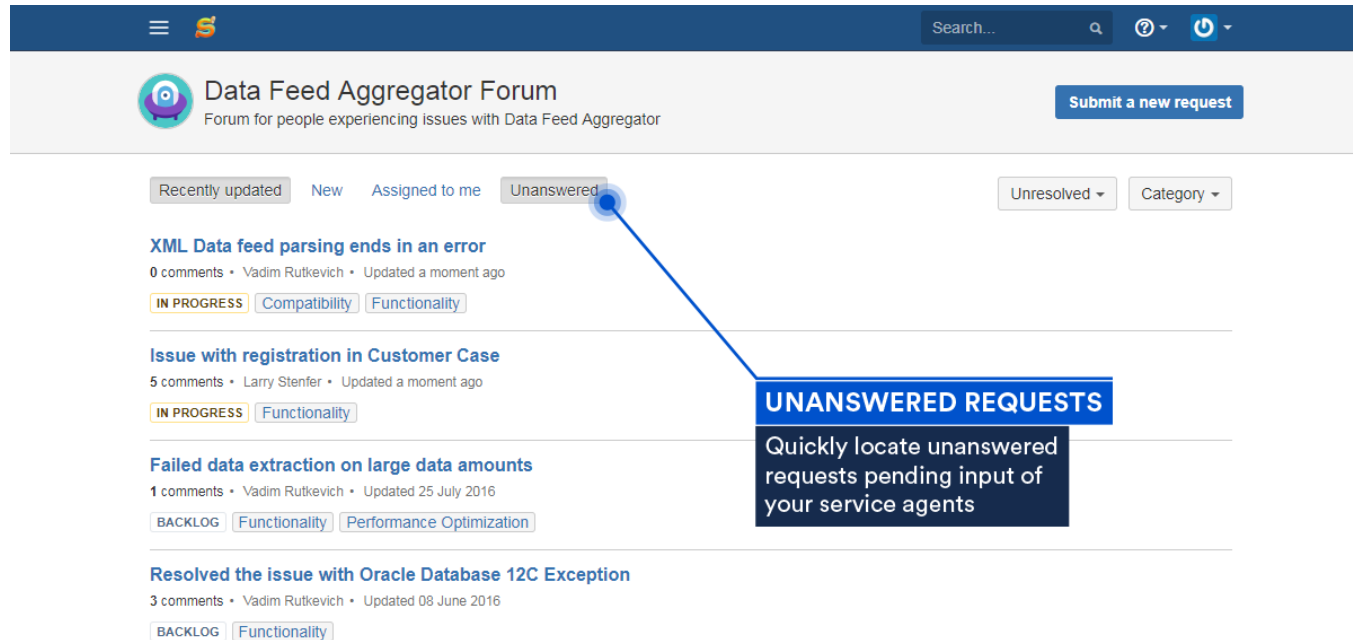


# Customer Case - 11/20/2017

## New in this release

### Filtration of unanswered requests pending service agents' review or input.

Now your service agents can quickly locate requests pending their input or the ones which they missed accidentally.



The screenshot shows the 'Data Feed Aggregator Forum' interface. At the top, there is a search bar and a 'Submit a new request' button. Below the header, there are filter tabs: 'Recently updated', 'New', 'Assigned to me', and 'Unanswered'. The 'Unanswered' tab is selected and highlighted with a blue circle. A blue arrow points from this circle to a callout box on the right that says 'UNANSWERED REQUESTS' and 'Quickly locate unanswered requests pending input of your service agents'. Below the filters, there are four request entries, each with a title, comments, and status tags. The first entry is 'XML Data feed parsing ends in an error' with 0 comments and 'IN PROGRESS' status. The second is 'Issue with registration in Customer Case' with 5 comments and 'IN PROGRESS' status. The third is 'Failed data extraction on large data amounts' with 1 comment and 'BACKLOG' status. The fourth is 'Resolved the issue with Oracle Database 12C Exception' with 3 comments and 'BACKLOG' status.

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

- Added a filtration option to show all unresolved requests with no regard of their status.



Filtration of unresolved requests will work with requests created or updated after installation of the current app version.

## Fixed in this release

- Resolved the markup issue when switching between different types of forums in JIRA in the Forums section.