

Customer Case - 1/11/2018

New in this release

Added a capability to switch statuses of ideas and requests in Customer Case.

Now you can change the request status right in Customer Cases without opening Jira.

The screenshot displays the 'Customer Case for JIRA' portal interface. At the top, there is a navigation bar with a search field and a 'Post a new idea' button. Below this, the main content area shows a request titled 'Add capability to make transitions with screens on portal's request page' by Dmitry Zagorovsky, posted 5 days ago. The request text describes the need for a transition screen during status changes. A blue callout box with the text 'ON-THE-FLY STATUS CHANGE' and 'Transition requests to the appropriate status right in Customer Case.' points to a dropdown menu. This menu, titled 'STATUS', lists various status options: 'TO DO', 'PLANNED', 'ANSWERED', 'DUPLICATE', 'DECLINED', 'IN PROGRESS', and 'IN REVIEW'. A hand icon is shown clicking on the 'ANSWERED' status.

ON-THE-FLY STATUS CHANGE
Transition requests to the appropriate status right in Customer Case.

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

- Added a capability to insert images into requests and comments by drag-n-drop or pasting from the clipboard.