

Customer Case - 2/1/2018

New in this release

Added the management of participants while managing requests in Customer Case.

Now support agents can instantly view and manage all the participants while working on the request. You can also manage participants while viewing requests in Jira.

The screenshot displays a Jira Customer Case interface. At the top, there's a dark blue header with a search bar and navigation icons. Below the header, the main content area shows a request titled "Issue with registration in Customer Case" with a "Submit a new request" button. The request is from Larry Stenfer, dated 03 November 2015. The status is "IN PROGRESS" and the category is "Functionality". The participant list includes Vadim Rutkevich [StiltSoft], Larry Stenfer, and Alexander Ovsyannikov. A blue callout box labeled "PARTICIPANT MANAGEMENT" points to the participant list, indicating that users can instantly view and manage participants while reviewing requests.

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

- Improved the way to add multiple email addresses when setting access restrictions for forums.

Fixed in this release

- Resolved the issue with creating new comments from emails of users specified as CC in the incoming original emails.