

Customer Case - 2/16/2018

New in this release

Added the automatic insertion of the saved signature into your responses to customers.

Now you can get your corporate signature automatically inserted into your replies to customers.

The screenshot shows a JIRA issue page titled "Issue with transferring and installing the update package for the application". The issue is in the "Data Feed Aggregator Forum" and is categorized as "FA-26". A comment by Peter Jacobs, dated 26 December 2016, asks for information about a failed download or installation of the application. A response by Vadim Rutkevich, dated 2/16/2018, provides the requested information. A callout box highlights the "Insert signature" button in the comment editor, with the text "AUTOMATIC SIGNATURE FOR RESPONSES" and "Save the signature for its automatic insertion into your responses to customers".

AUTOMATIC SIGNATURE FOR RESPONSES

Save the signature for its automatic insertion into your responses to customers

CATEGORY
Functionality

PARTICIPANTS +

- Peter Jacobs
- gary.fisher
- Larry Stenfer
- Vadim Rutkevich [StiltSoft]

Comment by Peter Jacobs:

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?

Response by Vadim Rutkevich:

Hi Peter,
please provide the following information:
1. Version of the operating system;
2. Database version;
3. Java version,
4. Application version;
5. Application log.
Thanks.

Best Regards,
Vadim Rutkevich

Buttons: Post comment, Cancel, Drop files to attach, or browse

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

- Added the mechanism which tracks status changes in Customer Case as issue transitions performed on the behalf of JIRA users who executed these transitions.
- Added the mechanism which posts comments in JIRA on the behalf of users who posted replies in Customer Case.