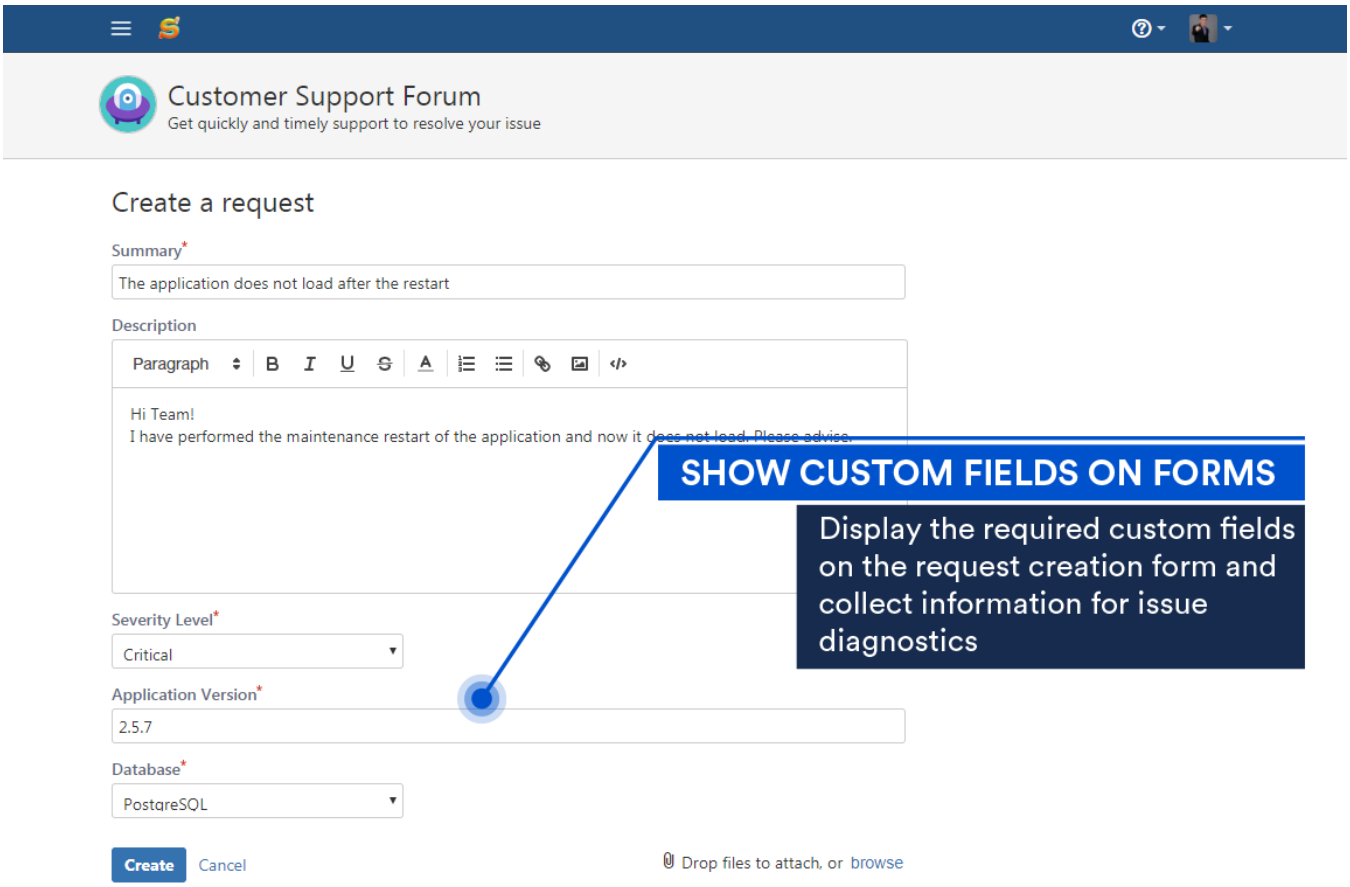
# Customer Case - 8/16/2018

## New in this release

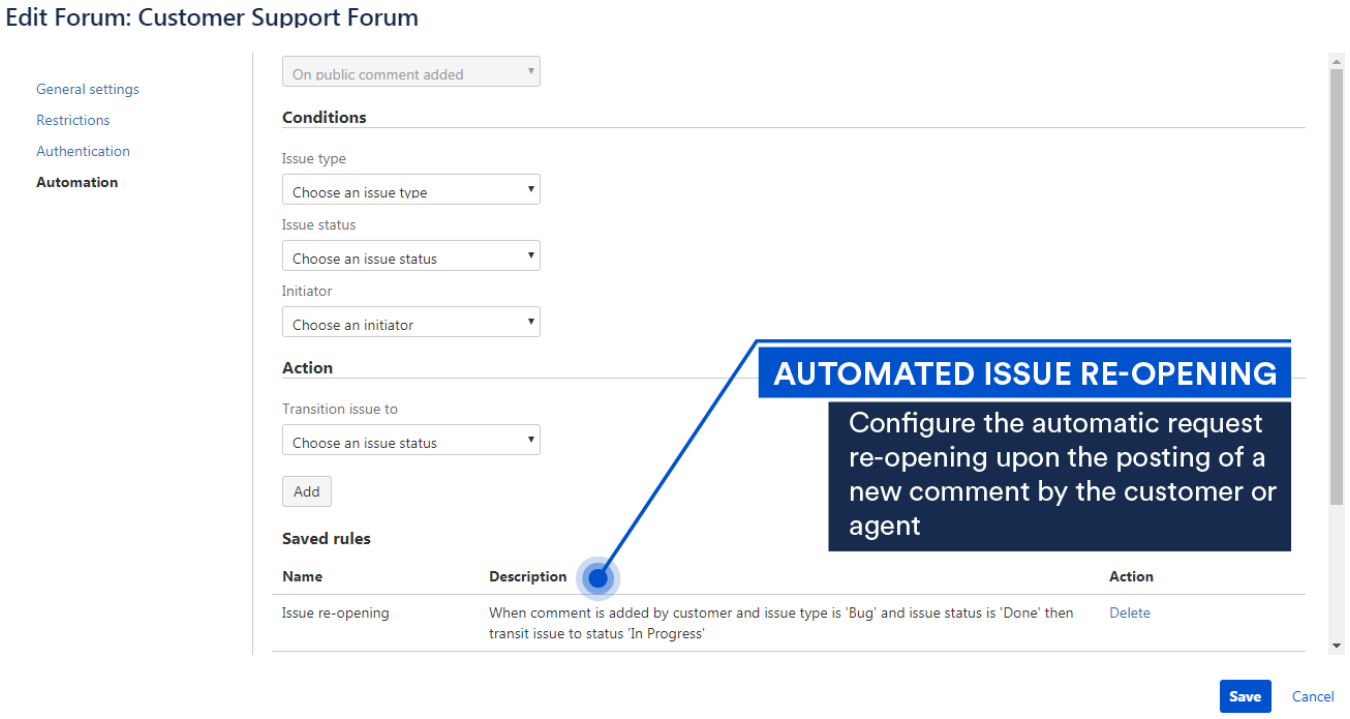
**Added support for custom fields that can be shown on the request creation form.**

Now you can add custom fields on the request creation form and collect all the required information for issue diagnostics.




**Added support for the automatic request re-opening upon the receiving of a new comment from customer.**

Now your requests can be automatically reopened when you a new comment is posted by the customer for closed requests.




**Added support for selection of the default issue type for request creation on the forum.**

Now you can select the appropriate issue type for tracking incoming requests on your forums.

