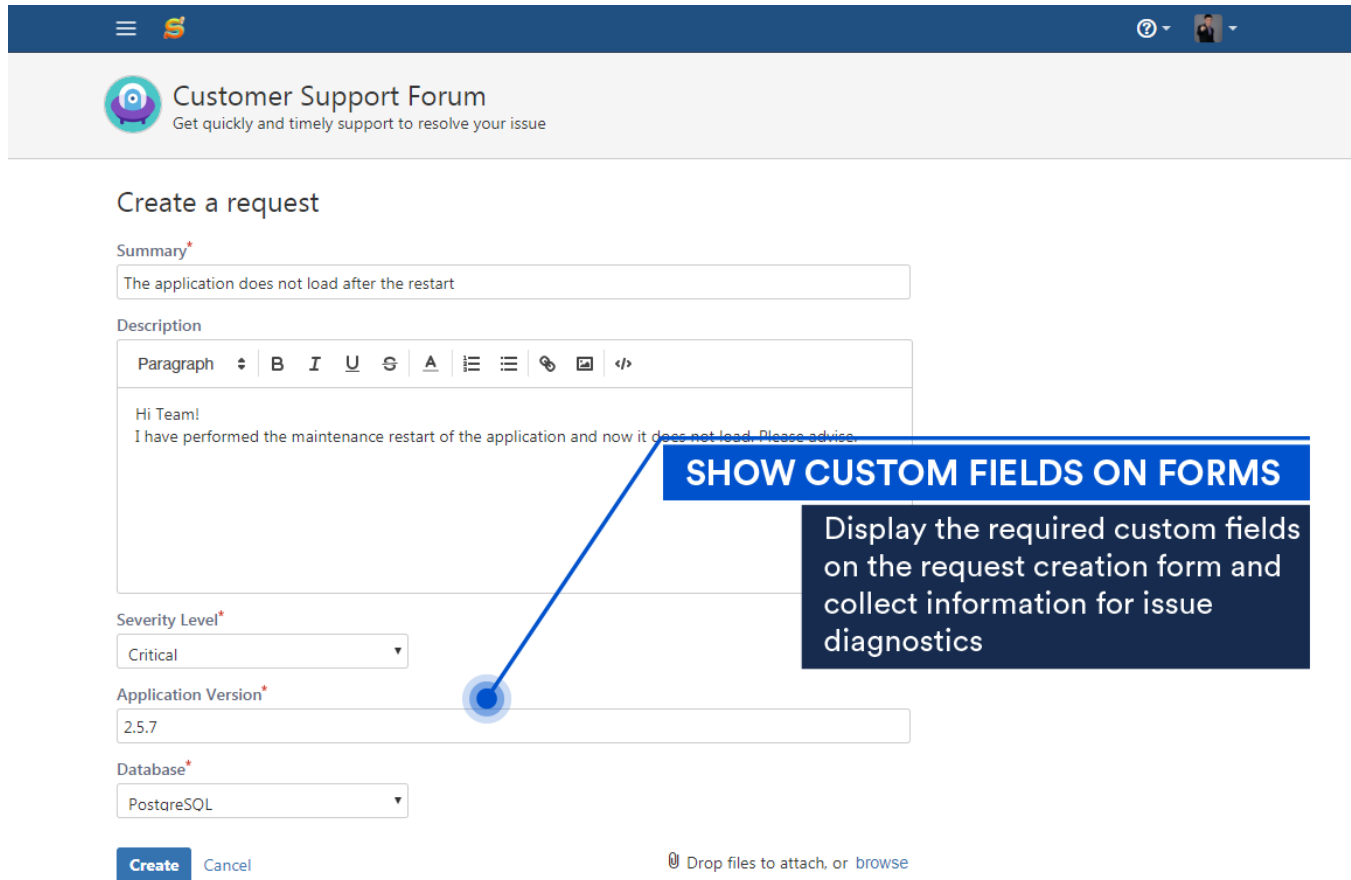


# Customer Case - 8/16/2018

## 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.



The screenshot shows the 'Create a request' form in the Customer Support Forum. The form includes a header with the forum logo and name, followed by a 'Create a request' section. The 'Summary' field contains the text 'The application does not load after the restart'. The 'Description' field is a rich text editor with the text 'Hi Team! I have performed the maintenance restart of the application and now it does not load. Please advise.' Below the description are four custom fields: 'Severity Level' (a dropdown menu set to 'Critical'), 'Application Version' (a text input field containing '2.5.7'), and 'Database' (a dropdown menu set to 'PostgreSQL'). At the bottom of the form are 'Create' and 'Cancel' buttons, and a file upload section with the text 'Drop files to attach, or [browse](#)'. A blue callout box with the title 'SHOW CUSTOM FIELDS ON FORMS' and the text 'Display the required custom fields on the request creation form and collect information for issue diagnostics' points to the custom fields.

Customer Support Forum  
Get quickly and timely support to resolve your issue

### Create a request

**Summary\***  
The application does not load after the restart

**Description**  
Paragraph **B** **I** **U** **S** **A** **≡** **≡** **🔗** **📎** **</>**  
Hi Team!  
I have performed the maintenance restart of the application and now it does not load. Please advise.

**Severity Level\***  
Critical

**Application Version\***  
2.5.7

**Database\***  
PostgreSQL

**Create** Cancel

📎 Drop files to attach, or [browse](#)

**SHOW CUSTOM FIELDS ON FORMS**  
Display the required custom fields on the request creation form and collect 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.

## Edit Forum: Customer Support Forum

General settings  
Restrictions  
Authentication  
**Automation**

On public comment added ▼

### Conditions

Issue type

Choose an issue type ▼

Issue status

Choose an issue status ▼

Initiator

Choose an initiator ▼

### Action

Transition issue to

Choose an issue status ▼

Add

### Saved rules

Name	Description	Action
Issue re-opening	When comment is added by customer and issue type is 'Bug' and issue status is 'Done' then transit issue to status 'In Progress'	Delete

## AUTOMATED ISSUE RE-OPENING

Configure the automatic request re-opening upon the posting of a new comment by the customer or agent

Save

Cancel

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.

S

Forums

Support

Private

Public

View all forums

Customer Case Forums

Create new forum

General settings

Restrictions

Authentication

Automation

General settings

Name\*

Support Forum

Description\*

Support Forum

Forum type\*

☒ Support

☐ Feedback

Default issue type\*

Task

Please select the issue type for tracking all incoming requests on this forum

Fields on the request submission form

- Summary
- Component/s
- Description

DEFAULT ISSUE TYPE FOR REQUESTS

Select the default issue type for tracking incoming requests on your forums.

Save

Cancel

Biz forum

BIZ

SUPPORT