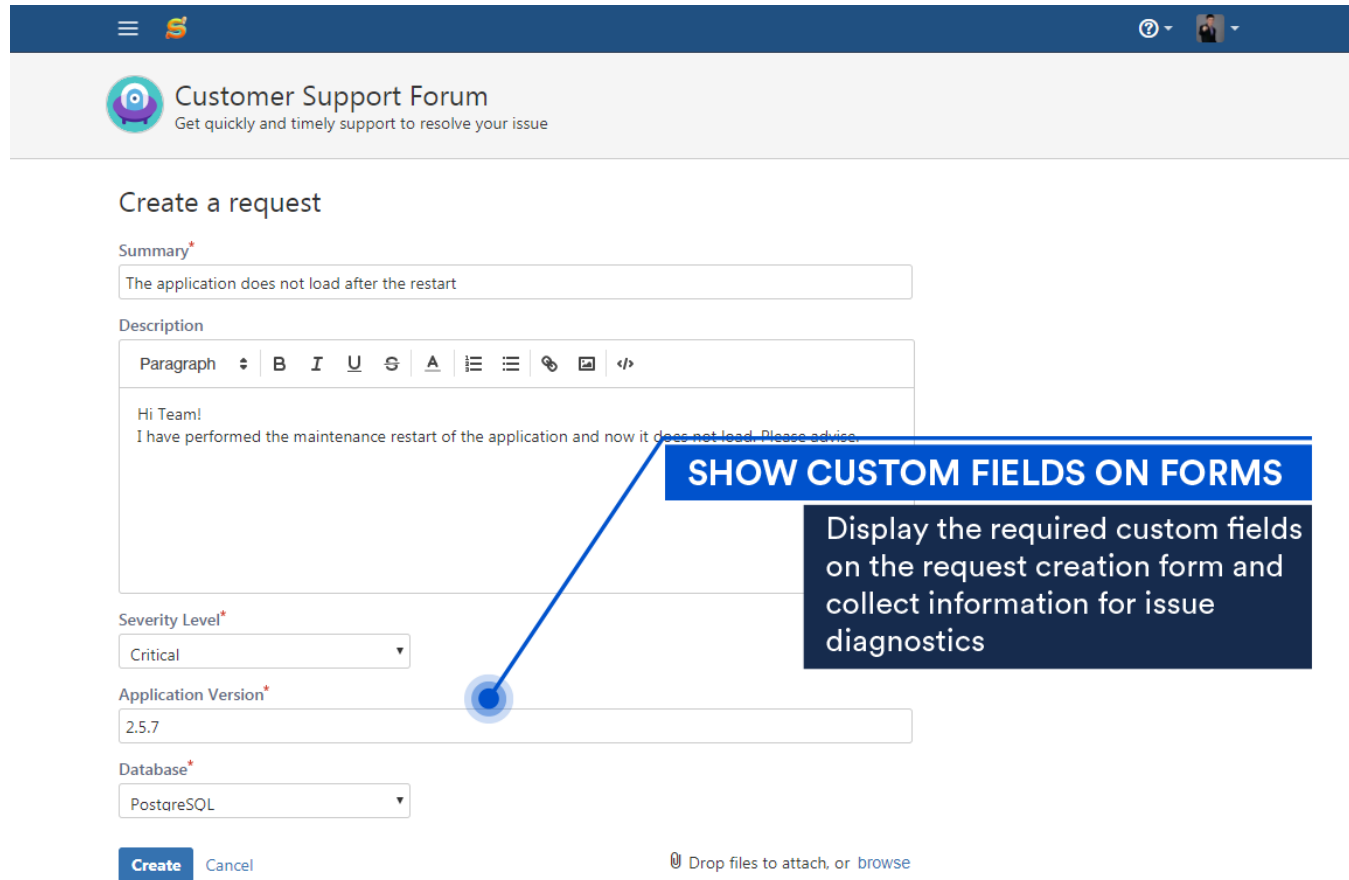


Customer Case - 8/16/2018

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 contains 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' (dropdown menu with 'Critical' selected), 'Application Version' (text input with '2.5.7'), 'Database' (dropdown menu with 'PostgreSQL'), and a 'Create' button. A blue callout box with the text 'SHOW CUSTOM FIELDS ON FORMS' and '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 [List Icons] [Link Icon] [Image Icon] [Code Icon]

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