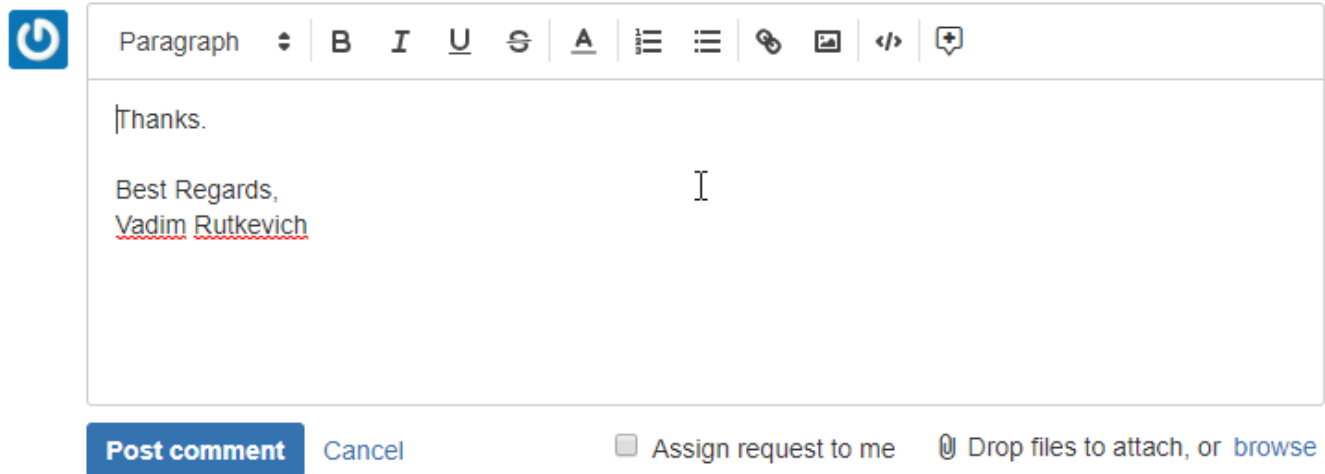


Customer Case - 12/19/2018

New in this release

Added an option to assign requests to yourself when replying to tickets.

Now you can quickly become an assignee on the request.

A screenshot of a web interface for replying to a ticket. At the top left is a blue square icon with a white power symbol. To its right is a horizontal toolbar with icons for Paragraph (selected), Bold (B), Italic (I), Underline (U), Strikethrough (ABC), Text color (A), Bulleted list, Numbered list, Link, Image, Code, and a plus sign in a speech bubble. Below the toolbar is a large text area containing the text "Thanks." followed by "Best Regards," and "Vadim Rutkevich" which is underlined in red. A vertical text cursor is positioned to the right of the signature. At the bottom of the text area are two buttons: "Post comment" in a blue box and "Cancel" in a light blue box. To the right of these buttons is a checkbox labeled "Assign request to me" and a button with a paperclip icon labeled "Drop files to attach, or browse".

Paragraph | B | I | U | ABC | A | Bulleted list | Numbered list | Link | Image | Code | +

Thanks.

Best Regards,
Vadim Rutkevich

Post comment Cancel ☐ Assign request to me Drop files to attach, or browse

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

- Added the embedding of images and attaching of files into email notifications.

Fixed in this release

- Resolved the issue with showing emoticons in replies.
- Resolved the issue with parsing the customer name from the received emails when there was no full name in the email metadata.