

# Customer Case - 10/22/2015

## New in this release

**Added a capability to search for ideas and tickets on feedback and support forums of Customer Case.**

Now you can instantly get the list ideas and tickets which summaries and descriptions contain the requested search query. The search engine supports wildcards, fuzzy and proximity searches, as well as boolean operators and word stemming. See details on the [Managing Ideas and Tickets](#) page.

The screenshot displays the 'Customer Case Forum' interface. At the top, a search bar contains the query 'ideas OR editor'. Below the forum header, a list of ideas is shown, filtered by the search query. The ideas are:

- 1** Add a capability to export the list of ideas to CSV / Excel / XML (1 vote, 1 comment, Larry Stenfer, 01 October 2015, BACKLOG)
- 0** Share ideas with friends on social networks (10 votes, 10 comments, Vadim Rutkevich, 07 September 2015, BACKLOG)
- 0** Add support for WYISWYG Editor (1 vote, 1 comment, Vadim Rutkevich, 16 March 2015, REOPENED)
- 4** Add a capability to moderate ideas in the dedicated section for skipping spam items (0 votes, 0 comments, Peter Jacobs, 28 November 2014, IN PROGRESS)
- 4** Add a capability to specify tags when creating ideas (2 votes, 2 comments, Peter Jacobs, 28 November 2014, BACKLOG)
- 0** Add a capability to attach images or files to ideas (0 votes, 0 comments, Vadim Rutkevich, 20 March 2015, BACKLOG)
- 2** Add support for Wiki Editor (5 votes, 5 comments, Vadim Rutkevich, 16 March 2015, BACKLOG)

Red dashed arrows indicate the search results for 'ideas' in the first five ideas. A green dashed arrow indicates the search results for 'editor' in the third and seventh ideas. The search bar is highlighted with a red dashed box, and the search results are highlighted with red and green dashed boxes.

## Fixed in this release

- Corrected the behavior when opening the customer portal with both public and private forums. The first public forum is opened now instead of opening the private forum and prompting the customer to log in to it.
- Corrected templates of email notifications.