10.2.13

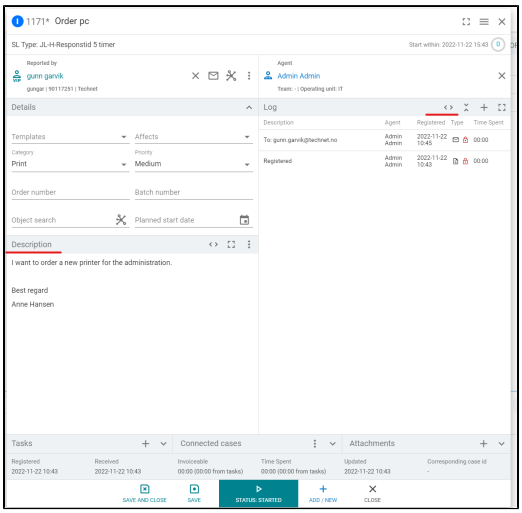
Release date: 22 nov 2022

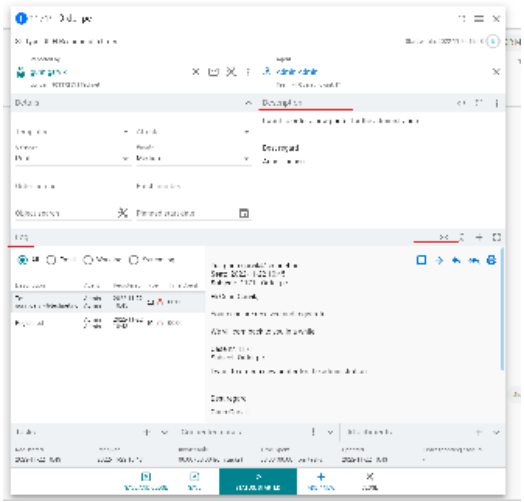
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GUI Case view

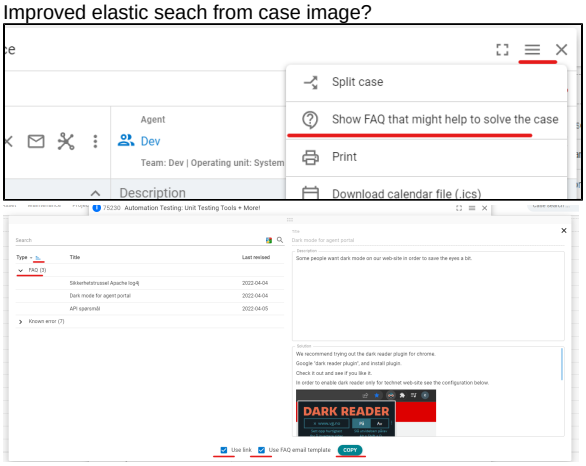
- Opportunities to log in focus. In other words, the log can now switch places with the description field. The settings are personal and will be saved.





URL from knowledge article

- In case view search "?" knowledge article shows automatickly all knowledge articles and can be sorted by known bugs and FAQs.
- In the case view search on the knowledge article, you can attach the URL for the knowledge article and use the FAQ template.
- If you choose the URL the article will not be sent out.

- Improved elastic seach from case image?
- 

Fixes

- The overview picture shows tasks automaticly, if a technician has been assigned a subtask .
- Comment from More Service Portal is now highlighted in case view
- Improved inbox GUI
- Added User feedback comment in Datadump
- Highlighted checkbox added for email, log, and system log
- Forms submitted from the user portal are shown as an image in the description field.
- Improved "Advanced search", and support usernames with 4-5 or more letters.
- More Service Portal

  Cases that have not been registered can now be deleted by the user
- Draft can be deleted
- Draft: When an agent edits a draft, the agent name is logged
- Reset password for different usernames with the same email address
- Possibilities for calling up teams directly from the case require: that teams is entered on your windows pc under settings-Apps-Default apps- Set default by app callto for Teams

- `New hotkey: Ctrl and click + "Incident". This opens "New case" in a new web tab, without closing the existing case.`