10.2.23

Fixes

- Email templates are sent in English
- Bundled update of several cases now correct template
- Added email to the knowledge officer from registration of proposals

10.2.21

Fixes

- Priority is automatically set from operation org attribute order: Category is set first from the template. If this is not set, it tries to retrieve it from the customer's Language
- fix for Status Better English when logging into the case's history.
- In advanced search changed "User" to Name/Username
- Autoregistration of cases on the team now supports the category set on the customer group
- Status is displayed in English in elastic search on cases in the agent portal
- English class of resolved issues is shown on the end-user portal.
- English language profile update on More Service portal.
- English language update