

Puzzel Ticketing - Release Notes April 8th 2021

The following updates were made to Puzzel Ticketing on 8th April 2021. These are categorised as additional features, improvements to existing and bug fixes.

Additional Features

There are no new features included in this release.

Improvements

In this release we have included two main changes with regards to Organisation.

1. You will now be able to add a column for Organisation in the Ticket list. By default this will be turned off. Go to Settings->General->Account Settings and select **Organisation** under **Columns to Display**.

Show	10	entries		Subject	Assigned	Status	Response Target	Resolve Target	Priority	Team	Channel	Last Update	From/To	Tags	complaints	Complaint type	queries	Test	Organisation
+	70			How do I get a copy of invoice		OPEN			NORMAL	All Users	ticket	26 days ago	mashud.ahmed@puzzel.com		-	-	-	-	Company A
+	69			I have a question about invoice		OPEN			NORMAL	All Users	ticket	2 months ago	mashud.ahmed@puzzel.com		-	-	-	-	Company A

2. You can now use Organisation name or Organisation attribute as a search criteria while searching for tickets.

Search by Ticket Attributes

Organisation Name: Organisation Attribute:

Ticket type: Complaint how: Complaint Step:

Teams: Users: Status: Priority:

Channel Type: Channel: Tags: Created:

Time Period: Last Activity: Read/Unread:

Search: Search All

Bug fixes

- The issue with the Jira container overlapping on the Ticket page has been fixed
- The issue with updating the ticket status while replying to a ticket has been fixed
- The issue with notification sound not playing when ticket page is idle on ticket update has been fixed
- The issue with the Save option being disabled in the Tickets attribute section on Team change for an Unassigned ticket has been fixed.