

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