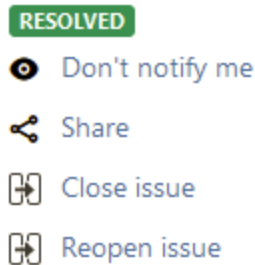


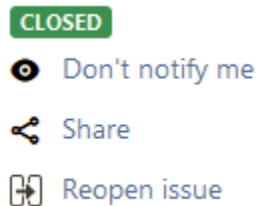
Minor changes to the customer portal

Ever felt the need to reopen or properly close a support request, once a solution was provided? As of this moment you can.

When viewing a support request that has been resolved by providing e.g. an answer or a fix, it is now possible to explicitly reopen or formally close the request. To do so, we have introduced two buttons "Reopen issue" and "Close issue", that will be visible when the issue is resolved:



When a support request is closed, you can reopen the issue by using the button "Reopen issue".



Please note that these changes only affect support requests in specific statuses. Other statuses are not affected.

If you have any questions regarding this change, please contact me via support@blueriq.com.

Regards,

Nicole Pastoor