

July 15th, 2023 - Major Update - v1.1.85-4.001.000

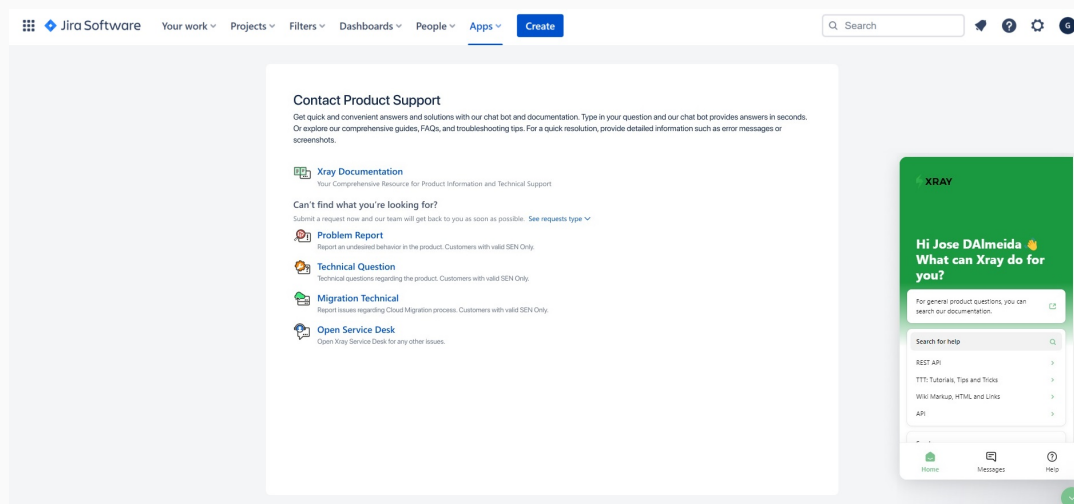
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We are excited to announce that this release **Xray Cloud 1.1.85-4.001.000** includes In-App Chat Support, a feature that improves your customer support experience, by searching Product and Support documentation, asking questions to our bot, and even getting one Xray Support Agent chatting with you.

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- Just one last, yet important, thing...

Release highlights

In-App Chat Support



With In-App Chat Support, you can:

- Have the same support as with In-App Support ([Contact Support Team via Service Desk](#))
- Additionally, in the Xray Product Support page, you will have access to a chat window that gives you:
 - Access directly Xray online Documentation,
 - A searchable set of Product Documentation and Support Knowledge Base articles, where you can find answers to your questions (you can rate the usefulness of those articles),
 - A messenger that allows you to put questions to our bot, and in case you don't get a satisfactory answer, you'll talk live with one of our support agents. You can also rate the support given in this messenger.

In App Chat Support is available for Xray Standard new customers, and customers that renewed their licenses, starting 17th July.

If you want to learn more about In-App Chat Support, please visit our [documentation page here](#).



Note

This feature activation might take up to 1 week to be available.

Just one last, yet important, thing...

Documentation is always very helpful and sometimes you might miss new articles. We've added these tutorials to our extensive wiki, feel free to take a look at them:

- **Tutorials, Tips, and Tricks**
 - [Test Case Designer](#)