

## Release 2.6.3

**Release Date:** August 1st, 2025.

Release 2.6.3 includes a few enhancements/fixes in all applications as below:

### Application

- Improve visualization on the Application page

### Cases

- **AI Document Processing in Cases** – In 2.6.2, with configurations, documents the users attach to a case are being processed through a Prompt and the outputs are saved in notes. In this release 2.6.3, a few improvements are being added to improve the user experience:
  - Attached files will be processed in the background and the notes will be updated once the process is completed.
  - A new accordion is added to the note section and allows users to expand or collapse when viewing the AI notes.
- Correct issue with Document button not showing list of documents on View Case with version 2.6.2

### Entities

- When configuring an AI Feature for a selected Case Type, it's no longer required a Screen Item configuration

### Home

- Correct Hopper Case Count

### External Entities

- Correct issues with External Entities created duplicate entities when timeout due to heavy SQL load
- Correct issue with External Entities when synchronizing Date Only field type

### Email Parser Service

- Correct issue with cases not created when multiple emails send in with same subject line and same sender email address.
- Move attachment in a separate case note when sending in via email.