

Release 2.6.4

Release Date: September 16, 2025.

One of the major implementations in 2.6.4 is the release of AI Central Base. “Central Base” was implemented as a central host of Cases application using system prompts that talk to the LLM, then determine and route the requests to autogenerate the cases in the desire Case Type(s).

Base Case Type is configured and enabled with a workflow that accepts natural language prompts from the users instructing the system to associate metadata, create the case(s) and assign to individual users or hoppers.

Release 2.6.4 includes a few enhancements/fixes in Cases application and the Email Parser service as below:

Cases

- Central Base Implementation
- Sort AI Prompt menu descending order on the AI Button
- Disabled all AI functions in the prompt configurations if AI Provider, AI Service, or AI Feature are de-activated
- Improved performance of Past Due Case List

Email Parser Service

- Correct issue with cases not being generated when AI Profiler is configured on the case type and file got stuck from being processed