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## Deskpro 2019.2 Release

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We are pleased to announce the release of **Deskpro version 2019.2**. This contains a new feature and many .more improvements to your helpdesk

**DP-2893** Add custom fields to KB articles - You can now add custom fields to Knowledgebase articles which allows you to add more helpful information within your articles to assist readers

## Improvements

- .DP-2952 New ticket from web should accept tickets from guests without logging in
  - .DP-2892 ID/Ref based search for user portal •
- .DP-2925 Add Person: "isMemberOfBrand". Similar to "isMemberOfUsergroup" but for brands
  - .DP-2969 Support Kayako Classic V3.70.02 in Kayako importer
    - .DP-2689 Add labels for screenreaders in next/prev buttons •

## Reports v2 Improvements

- .DP-2811 List the reports a stat is used in. Easily view which reports a specific stat displays within •
- .DP-2809 Add a delete confirmation message before permanently deleting a stat in the stat builder
  - .DP-2805 Add example widget override options •
- DP-2808 URLs/Routing added for stats, reports and dashboards. You can now link directly to different .stats and reports

## Defects Fixed

- .DP-2333 SAML 'Test' setting doesn't work for G Suite
  - .DP-2945 SAML Gsuite SP initiated login issues •
- . DP-2951 Agents with 'Non-destructive' permissions can still delete tickets on mobile apps •
- .DP-2972 Cloud customer issue Not all brands are appearing in the new ticket form options  $\, ullet \,$
- DP-2712 Ticket created from DeskproA -> DeskproB works; Reply from DeskproB back -> DeskproA .causes new ticket instead of reply
  - .DP-2855 Incorrect duplication in On-Prem customers Sitemap URL
    - .DP-2955 Calendar widget broken in follow ups tool •
  - ."DP-1795 Exporting banned email gives error "forbidden", "error\_message
    - .DP-2960 Prevent issues in topics related to numeric slugs •
- DP-2922 Deskpro is appending '?dl=1' to the download URL when hotlinking files stored on FileRun .server, but the file is not successfully downloaded
- .DP-2932 Agents should be able to uncheck a toggle field in the ticket properties and save the change  $\, ullet \,$ 
  - .DP-2874 Fix typo in the 'My Tickets Property Change' agent notification tool tip  $\, ullet \,$ 
    - .DP-2947 Fix typo in the Portal Editor •
- ."DP-2916 V2 API: Sort direction is not passed to the SQL query when sorting by the "date last reply
  - .DP-2940 Fix API v2 versioning •
  - .DP-2938 Multiple lang redirect for en-GB language on portal
    - .DP-2950 Fix lang redirect if helpdesk is installed in sub dir ullet
      - .DP-2943 Cannot change portal language back to EN •
  - .DP-2945 SAML Gsuite SP initiated login issues Fixed this error relating to chat queues
    - DP-2908 Chat queue fixes •
- DP-2930 Validate selected agents in user chat queue. We now prevent the ability to create an empty .chat queue
- .DP-1286 Some email templates were missing the email subject and details fields in the Admin interface

- DP-2946 Refactor email logger to avoid use of EM. This fixes an error which has been occurring "Error:  $\bullet$  'DeskPRO\Bundle\AppBundle\Entity\TicketFollowUp#ticket' that was not configured to cascade persist ..."...operations for entity
  - .DP-2949 Exception: 0 Semaphore extension (sysvsem) is required •
  - .DP-2962 Error: usort() expects parameter 1 to be array, object given •