

Deskpro 2019.6 Release

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We are pleased to announce the release of **Deskpro version 2019.6**. This includes new feature additions, as well as performance improvements to your helpdesk.

:Features

- [DP-2760 New Permissions for Messages/Notes edit/delete](#) •
- [DP-3426 Add "to review" time to articles](#) •
- [DP-3245 Forward & Create Ticket function](#) •

:Improvements

- DP-3441 'Current Agent' variables added to snippets text editor •
- 'DP-3421 Expand search functionality for indexes to include 'article custom fields •
- DP-3404 (Advanced) [Disable old server-side proxy](#) to further modernise security •
- DP-3417 [MS Translator App](#) is prepared to work with the new [V3 API](#) •
- DP-3427 Added functionality to export an [iCal calendar](#) feed of news entries •
- DP-3475 Add **R:** prefix to email subject matching to expand localisation •

:Bug Fixes

- DP-3360 Custom fields added in the ticket form appear at wrong positions in agent interface •
- DP-3288 Corrected agent permissions when creating new CRM users •
- DP-3269 Correct the translations of the "Navigate" menu on the mobile view of portal •
- DP-3423 Email addresses saved in a user's profile which are not the primary email address causes an error when used to submit a ticket via the contact form •
- DP-3381 Ticket sub-status is not correctly displayed on the Linked tickets tab •
- DP-2246 Fixed the 'Upload Vcard' functionality to create any User •
- DP-3385 Allow to link parent Object in Salesforce app •
- DP-3443 Fix error on guides after brand is deleted •
- DP-3368 Allow the slug URL from a delete knowledge base article to be reused •
- .DP-3448 Prevent error on guides when trying to create a topic across multi-brands •
- DP-3466 Feedback Category not translated properly •
- DP-3403 Portal permissions tests to ensure usergroup limitations are correct •
- DP-3469 Fix issue with scheduled reports not being sent •
- DP-3463 Fix Jira V2 App to correct new API endpoints and allow for reliable issue searching •
- DP-3447 Salesforce app mappings are not shared across admins •
- DP-3216 Fixed proper copy and pasting images into guide topics though the text editor •
- DP-3390 Display radio boxes which allow admins to choose what should happen when a user replies to a resolved ticket after the specified time limit •
- DP-3184 Total User Waiting Time parameter on escalation was malfunctioning •
- DP-3279 API V2: POST messages into an archived ticket now working •
- DP-3415 Agents could access the Publish area without full permissions •
- DP-3469 Scheduled reports are not sent properly •
- DP-3472 Support for the *DPQL_TOTAL* function in Reports v2 •
- DP-3477 General fixes to Reopen Time Limit feature •
- (DP-3487 Parts of email body (text) was being cut off (ignore invalid 8bit charset •
- DP-3496 Fixed issue with the 'reload captcha image' function •
- DP-3507 Empty department select box when secondary brand permissions are limited to sub-departments •
- DP-3513 Language sync fix for translations with counts •