



[Deskpro Releases](#) > [Deskpro 2019.7 Release](#) < [الاخبار](#)

## Deskpro 2019.7 Release

[Deskpro Releases](#) - [تعليقات \(.\)](#) - Colin Dunn - 2019-09-02

We are pleased to announce the release of **Deskpro version 2019.7**. This includes new feature additions, as well as performance improvements to your helpdesk.

### :Features

- [Add relative due dates to the "Create Task" automation action](#)
- [CC'd recipients are shown on inbound emailed messages](#)

### :Improvements

- DP-3550 New variables to expose ticket satisfaction: `{{ feedback.message }}` and `{{ feedback.rating }}`
- DP-3538 Ability to render ticket message content in webhook with new variable `{{ticket_object.getLastReply().message}}`
- DP-3478 Snippet usage counter improved to become more accurate
- DP-3274 Enhanced behaviour when deleting/merging built-in custom field pre-defined entries
- CH-822 [Software support for TLS 1.1 and 1.2 has been added to mail connections](#)
- CH-1459 [Expose table "download\\_subscriptions" to DPQL](#)
- CH-1466 Add brand mapping to the CSV user importer
- CH-2100 Full department hierarchy now shown in the ticket view in the user portal
- CH-1477 Update all automations and filters when custom field options are changed
- CH-281 [The feedback feature has been renamed to community](#)

### :Bug Fixes

- DP-3267 Expose the "Sort" drop-down option on the feedback portal page to phrases so it can be translated
- DP-3310 Ticket SLAs which are being marked as 'Complete' get reverted/recalculated if a new note/reply is added to the ticket
- DP-3540 Organisational usergroup permissions incorrectly overriding custom per-user usergroup settings
- DP-3271 (Reports) Currency custom field type did not display the value correctly in a custom stat
  - DP-3235 (Reports) Ignore 'ticket.id' autolink in subqueries in DPQL v2
  - DP-3522 Unable to add a new agent to a chat queue if existing agent was deleted
- DP-3473 Converted custom email templates don't disappear from the list to be converted after changes
  - DP-3232 Remove limit of 10 usergroups when assigning permissions to chat
  - DP-3157 Omni-search did not include chat ID's if Elasticsearch was disabled
  - DP-3101 Added missing Alias props for Article and Chat custom fields
- DP-3494 (LDAP) Fixed email domain association for users synced through LDAP. Corrected "Creation By" detail
  - DP-3528 Improve confirmation message when adding/deleting custom field options
  - CH-886 Error appeared when using "Forward as a new linked ticket" feature
  - CH-765 Error appeared when agent attempted to delete a comment on a guide topic
- CH-997 Google fonts now bundled into the Deskpro to prevent need for external calling of assets
  - CH-1016 File permissions corrected for those moving onto S3 file storage
- CH-824 Tickets were incorrectly showing as locked to an agent in certain reply situations
  - CH-775 Times in custom references now correlate to the correct helpdesk timezone
  - CH-789 Linked ticket was assigned to default brand rather than brand of parent
  - CH-671 Pasted images in user portal replies appear in the wrong place
- CH-804 Translating agent replies using the MS Translator app created unwanted HTML
  - CH-833 "Go" agent permalink/URL needs to follow merged tickets
  - CH-971 Article language drop-down selector doesn't save the selection
  - CH-748 Unable to unset a predefined field when hierarchy/child options are used
- CH-651 Ticket loading fails and appearance bugs out when opening multiple tickets quickly

- CH-666 Autofill incorrectly being triggered in certain areas of the agent interface ●
- CH-673 First reply SLA should not be completed when the ticket status is changed and no agent reply exists ●
  - CH-662 V2 API department permissions improved ●
  - CH-665 Snippet shortcut menu inserts even when one is not selected ●
- CH-668 A user can initiate a chat when an agent who is not in any chat queue is set online for chat ●
- CH-656 Clicking on the category folder tab in the Publish area doesn't load the target on the first click ●
  - CH-1285 Incoming email attachments file names appearing corrupted ●
- CH-1022 Improved smoother user experience while using custom stats in the reporting area ●
  - "CH-1164 Attachments were removed when creating a ticket via "forward as a linked ticket" ●
- CH-904 Stats with pre-defined custom fields causing issues when embedded as widget in a custom .report ●
- CH-659 GUI Bug: Omni-search box dropdown appears undesirably when loading agent interface in .Chrome ●
  - "CH-752 Navigating to agent preferences showed a blank page instead of defaulting to "Profile" ●
- CH-1352 Improved "Can edit/delete without logging original" agent permissions behaviour ●
- CH-1082 Inbound email 'cutter' improved so all intended contents of a message enter the ticket ●
  - .CH-1639 Properly log auto responder events into the changelog of CRM profiles ●
  - CH-1025 Incorrect statuses showing for linked tickets ●
- CH-1579 Date custom field value can be incorrect in a stat when using date formatting in the query ●
  - CH-1000 Error when saving "Monday" in a date field when "Mon-Fri" are specified criteria ●
  - CH-733 Resolve issues with the Snippets editor window in the Safari web browser ●
    - CH-1653 The "HTML Button" was duplicated in the Snippets text editor ●
- CH-1343 Removed unwanted HTML when viewing a "Forwarded Email" log within a ticket ●
  - CH-1650 Conversational style of chat displaying incorrect "No matches found" messages ●
    - CH-1598 Improvements to admin area when Turkish language set ●
    - CH-2134 Agent interface GUI improved when creating ticket with a new user ●
      - "CH-763 Double loading glitch of sidebar after using "Impersonation mode" ●
      - CH-1393 Live chat window toolbar cuts off on narrow browsers ●
- CH-1180 Password reset emails not containing proper link if license had expired ●
- CH-1092 General improvements to the portal contact form appearance across different browsers ●
  - CH-1867 Portal search behaviour improved when special characters are included ●
    - CH-1851 Unable to select CRM type labels in automation criteria ●
    - CH-2385 Can't edit a report stat if there is a compile error ●