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Deskpro 2019.7 Release

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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 ullet 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 $\,$ \bullet
 - 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 ullet
 - .CH-1016 File permissions corrected for those moving onto S3 file storage ullet
 - 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
 - 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 ullet
 - 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 $\, ullet \,$
 - 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 •