

Deskpro 2019.7 Release

Release Announcements - 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 predefined 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 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 •