

Deskpro 2019.9 Release

Release Announcements - (·) Colin Dunn - Comments - 2019-11-25

We are pleased to announce the release of **Deskpro version 2019.9**. This includes new feature additions, as well as performance improvements to your helpdesk

:New Features

[Approvals](#) - Streamline your approvals process. New approval workflows can be created to gain both end-user and internal agent approvals, further allowing for powerful automation

[Article and News Templates](#) - Increase efficiency and maintain consistency in your content production by creating content frameworks for your writers to use

:Improvements

- CH-2620 New email connection method: [Gmail OAuth](#) •
- CH-315 New ability to Re-order trigger actions in new + existing triggers •
- CH-3180 Improved performance when searching for articles/content throughout the helpdesk •
- CH-1186 Improve realtime reactivity of agent interface when modifying custom field values in tickets •

:Bug Fixes

- CH-2979 'Sort tickets by...' drop down in user profile no longer appears in agent interface •
- CH-4398 Auth+SSO login actions feature to assign an attribute from a user value does not create new organisations •
- CH-4327 Task Router improvements for User Chat to improve reliability of new chat notifications •
- CH-4318 Task Router logging improvements to assist with troubleshooting •
- CH-4055 Previous broken Portuguese (PT) link in portal has been removed •
- CH-4287 Chat labels created in the Admin area are not available to add during a live chat •
- CH-4341 Disabling KB Custom Fields removes them from the UI completely •
- CH-2794 GROUP BY results for Custom Fields Not Showing •
- CH-2699 Status of linked tickets shows incorrectly in child tickets •
- CH-4279 Edge Case: Custom CSS breaking after individual helpdesk updates •

- CH-3101 (Multibrand) Chat widget bug with default department selection across brands •
- CH-3458 (Multibrand) Trying to navigate to an article in Brand B portal incorrectly redirects to the URL for Brand A •
- CH-3047 (Multibrand) The widget on Brand 2 portal is displaying the name of the default brand •
- CH-4225 Legacy Ticket API fails in SerializerContext •
- CH-4107 Default triggers should not be automatically re-activated after updates/migrations •
- CH-4129 OpenID Connect always authenticates as the same user, regardless of actual user logging in •
- CH-3501 Zendesk importer improved to record more accurate dates/times •
- CH-2830 Fixed geo-map widget when hovering over an organization address •
- CH-3663 Running 'dp:import-apply' command returns 'The "job" option does not exist' •
- CH-3884 Improved checks when deleting organisations to improve db integrity •
- CH-3036 (Multibrand) Settings for secondary brands are being overridden the Default Brand when logged into the portal •
- CH-3705 Changing a cc'd participant to be the main owner of the ticket and then removing them as a cc causes email routing issues •
- CH-1414 Chat widget doesn't load Every-time in Firefox •
- CH-3189 When email is too big in IMAP, email never gets deleted/processed •
- CH-2199 Admins should not get locked out of Deskpro when importing users via CSV •
- CH-825 Custom password policy not working •
- .CH-3453 API /tickets endpoint returning 500 error citing issues with missing users •
- .(CH-2873 HTML tag options disappear when content is updated (PUT •
- CH-2638 Curly Brackets in Ticket Subject causing Log Errors •
- CH-3060 Spicework importer bug throws a getDataKey error and does not complete •
- CH-2949 Error: First parameter must either be an object or the name of an existing class •
- CH-2570 Improvements made to Content PDF generator to prevent errors •
- CH-2621 "Table" dropdown box is cutting off on "Agent chat" screen •
- CH-3026 "Create news post" button is not responding after click on "Properties" dropdown option on "New post" form •
- CH-1522 Issues parsing the HTML contents of a user email •
- CH-2567 Email addresses belonging to agents should not appear in the CC list within ticket responses •
- CH-2803 Department permissions UI bug - tool tip showing incorrectly •
- CH-2240 Pressing the Page Down key on a keyboard in the agent interface causes •

the page to shift to the left, causing the display to be cut off

- CH-1088 Saved Public Holidays in Custom SLA Working hours don't continue to display in the SLA settings
- CH-2789 (GUI) Arrows on the agent interface filters pane have just become misaligned
- CH-2666 Login redirection after following a URL which requires auth not working
- CH-330 Hotfix: 403 Forbidden popup appearing after upgrade
- CH-2114 Erroneous 'User is not waiting' group can display when grouping tickets by 'Waiting Time
- CH-3216 (Multibrand) Chat Widget of secondary brands not displaying properly, .however chat widget of "Default brand" is working

:Voice Progressions

- CH-691 Improve behaviour of grouped missed calls setting if multiple calls/voicemails are left in a short period of time
- CH-689 Default to the last user profile for incoming calls to reduce duplicate ""anonymous users
- CH-695 Deleting a number should release it in Twilio
- CH-698 Allow the option to disable voice numbers
- CH-703 Expose voice DPQL tables for better reporting
- CH-692 Hide all voice tickets in the end-user portal
- CH-2847 New Voice Billing Summary Feature
- CH-3842 Improve titles in voice reports
- CH-2800 Available numbers should be available on live helpdesks
- CH-2905 Add validation group for 'answer timeout' in queue settings only when visible
- CH-2853 Only use Twilio proxy if using a Deskpro managed account
- CH-3147 Improve realtime status changes of voice calls
- CH-2851 Prevent invalid call prices from being logged
- CH-2975 Task router logging improvements to improve troubleshooting
- CH-3835 Remove broken Add New Queue Option When Creating an Auto-Attendant
- CH-2849 Show more data in call logs to expand to the additional legs of the calls
- CH-4448 Agents should be able to accept a voice call when in an active live chat

27th November 2019 - 2019.9.1

- CH-5865 Live chat widget appeared broken after update (affected specific installs (only
- CH-5871 Bogus SQL error logs (false positive) appearing after update have been cleaned up

29th November 2019 - 2019.9.2

CH-5859 Email connectors set up using POP encountered problems dealing with •
certain large emails, causing mail disruption

16th December 2019 - 2019.9.3

:Improvements

- CH-6309 Improve localisation to include the Spanish "Enviado el:" as a proper •
forward condition in email
- CH-6213 Further improvements to security around email rate limiting for password •
resets and CAPTCHA enforcement
- CH-6144 Improved security with heavier enforcement of Usergroup permissions •
surrounding public content access
- CH-3840 Ticket search function in user portal improved to better include subjects •
- CH-3391 Allow for a '0' or Free charge in Billing field •
- CH-6536 Large project to remove legacy PHP functions from the code. Deskpro is •
.now compatible with latest PHP 7.4

:Bug Fixes

- CH-6249 Images not showing in guides content system •
- CH-5862 Custom password policies should only apply to Deskpro Auth - fixing •
incorrect expired password messages
- CH-5796 Chat round robin sends notification to accept/dismiss chat rather than •
directly assigning chat
- CH-5780 Failure to find email account via API results in an incorrect/unhelpful 500 •
error response
- CH-5669 (Content Templates Feature) Clearly show if a template is for a news or •
article Item
- CH-5209 Revert the removal of TO: and CC: information when an agent hovers over •
.the date/time of a ticket message
- CH-4498 (GUI) Character "T" overlaps on "S" in the ticket "Approvals" tab •
- CH-4147 Certain Macro actions are applied but are not recorded in the Full Log, •
causing certain trigger criteria to not match
- CH-3457 Agent login details no longer pre-populated into fields on agent login page •
- CH-3373 'Originated Interface' criteria not affected filter search results •
- CH-3260 '/' usage in Ticket references prevents triggering emails to users •
- CH-3161 Multiple "Organizations" are being created when user click on "Create •
organization" button multiple time
- CH-3051 After you edit a Label being used in a Trigger/Escalation/Filter, the label •

value does not display in the UI

CH-2979 'Sort tickets by...' drop down in user CRM profile in agent interface no longer appears

:Voice

CH-5999 GUI glitches fixed with certain tickets containing voice call logs

CH-5962 Some Agents cannot receive calls with through voice in agent interface

CH-5569 Bugs with Voice widget in Agent Interface fixed

15th January 2020 - 2019.9.4

.CH-6388 - Unable to view the full ticket history through the helpdesk portal

CH-5459 - Correct community 'Can validate' permissions do not break feature

.access

.CH-6010 - Improve browser compatibility of snippets area, resolving display issues

CH-6320 - Bug fixes while changing categories within the knowledge base, no more

.errors

CH-6037 - Fixes to the ticket deflection feature in the portal, kb article suggestions

.will appear properly

CH-6626 - Prevent automatic normalisation of attachment file extensions, allow to

retain case-sensitivity

CH-4236 - Improve ticket subject matching behaviour when dealing with wider

.matches. Added focus on ticket participants

CH-4257 - Bug fixed when moving tickets between departments in different brands

CH-6656 - Improvements to snippet searching

CH-6661 - Expanded compatibility with IE11

CH-6613 - Improvements to translations and locality through the guides system

CH-7642 - (Voice) Added option to relay a recorded message to a user instead of

.leaving a voicemail

CH-7717 - Resolve any session issues causing agent login problems when using

external usersources

CH-7762 - Further improvements to embedded/hot linked image loading on guides

4th February 2020 - 2019.9.5

CH-7592 - Improve User CSV importer to include mapping to Organisational Custom

Fields