Deskpro 2020.0 Release

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We are pleased to announce the release of **Deskpro version 2020.0**. This includes new feature additions, as
well as performance and security improvements to your helpdesk.

Improvements:

- Add 'Ticket Language' as a criteria option for automatons (e.g. Triggers and Escalations (CH-4384)
- Improve in-product helpdesk importers to retain legacy ticket/chat ID's in a custom field CH-7601
- Add setting to limit portal registration/login to specific domains CH-8858
- New variable argument to render custom field in email template only if populated CH-8921
- (API) Add the ability to run mass ticket actions by date CH-9438
- (API) Mass actions - improved to delete persons and organisations CH-9881
- (On-premise) bin/console command to globally force users/agents to reset their password CH-8635

Bug Fixes:

- When creating new guide topics in multibrand, only the default parent topics appear in the CH-2487
dropdown
- The custom filters configuration popup appears blank when originally opening CH-2966
- Misaligned "Arrow" is displaying under "Translation" tab on "Knowledgebase" page CH-3128
- Link to Old Report Interface in Admin Dashboard now removed CH-3164
- Zendesk importer will not start with incorrect date format CH-3215
- Ticket automatically opens again in 2-3 seconds when user immediately close the ticket while CH-3240
opening
- 'All' News Subscription Ignoring Multibrands CH-4246
- Attachments sent from ticket in second brand have URL for default brand CH-4409
- After adding multiple custom dashboards in the Reports interface, it isn't possible to scroll CH-4853
through the list
- Displaying incorrect "Department" when user select another "Brand" after opens a second CH-5295
new ticket
- Chat widget ticket deflection behaviour improved CH-6037
- Cookie dpsid-portal is not set as secure and fails PCI Compliance CH-6107
- Pending tickets aren't accessible after resetting the search index CH-6257
- Unable to save IP address in CIDR format with '/' in Shareable Links in reports CH-6364.
- After adding a new stat, a 'This value should not be blank' message appears instead of the CH-6366
stat results
- Agent interface search box incorrectly appearing as a 'required field' CH-6830'
- Display all agent teams in voice queue settings CH-7331
- Japanese characters not rendered properly in file names CH-7406
- Voice Billing Summary only lists calls, phone number rental charges not included CH-7419
- Voice call surcharge not being applied CH-7430
- Bug in TicketSearch.php causing flood of error messages "Error: count(): Parameter must be CH-7584
an array or an object that implements Countable"
- Jira V1 app improved to function with sub directories CH-7589
- Email handler to correctly set `Message-ID` and `Return-Path` headers CH-7647
- General improvements to outbound calls CH-7687
- Cannot View or Edit Existing Knowledge base Custom Fields CH-7789
- Ticket forwarding is not working when Deskpro in sub-directory CH-7809
- Certain outgoing email logs showing as pending when email has been sent CH-8453
- Multiple redirects after login attempt when Deskpro installed in a sub-directory CH-8474
- New Ticket Form will not show field reliant on hidden user field CH-8494
- Password policy requirements do not apply properly on agent side reset CH-8604
- Voice Incoming Call Window drop down not scroll-able CH-8673
- URL bugs caused if default brand has id > '1 CH-8803'
- Inline ticket satisfaction survey link does not respect multibrand URL CH-8831
- Certain special characters result in empty file names in attachments CH-8847

CH-8965   Forward as a new linked ticket does not respect 'From'email settings   ●

CH-9011   Error log flooding with arbitrary Error: array_key_exists() expects parameter 2 to be array,   ●
boolean given

CH-9158   Improve API permission enforcement to certain endpoints   ●

CH-9275   Cannot access or edit guides through agent interface when Deskpro installed in sub-directory   ●

CH-9344   Zendesk importer only brings in first 100 organisations   ●

CH-9395   Bug causing certain Ticket messages disappearing in agent interface   ●

CH-9478   AD sync repeatedly removes manager role for existing users   ●

CH-9494   Emails stuck in 'processing' should not block the rest of the incoming mail   ●

CH-9581   Brands URL slug redirects to main brand   ●

CH-9686   Ticket reply assignment behaviour isn't respected in certain scenarios   ●

CH-9748   Typo in email template which generates "Ticket Notification" agent email   ●

CH-9789   API mass_actions - delete can't handle tickets with missing fields   ●

CH-9972   Download URL incorrectly still functions after the actual download article object has been   ●
deleted

CH-9992   Error 500 while starting a Zendesk Import   ●

CH-10045   Legacy chat widget does not show body (blank) unless you resize the window   ●

CH-10163   Pagination in community status filters is broken affecting scrolling in agent interface   ●

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CH-10728   Unable to edit the 'Enabled' setting selection for the 'Everyone' usergroup   ●

CH-10715   "An error occurred" message displays when users without an organization log in to portal   ●