

Deskpro 2021.1 Release

Release Announcements - (·) Colin Dunn - Comments - 2021-01-27

We are pleased to announce the release of **Deskpro version 2021.1**. This includes a mixture of general improvements and bug fixes

:Improvements

- DPHC-150 - Added date created to ticket view in Help Center •
- DPHC-211 - Searching community topics improved in agent interface •
- DPHC-192 - Adding custom phrases now applies to all installed languages at once •
- DPHC-223 - Added a Next/Previous button to browse through “Articles Awaiting Review”
- DPHC-228 - Improved behaviour of content links in guides •
- DPHC-173 - Improvements to the scope of content shown in top-right dropdown box in Help Center •
- DPHC-189 - Administrators can now enable or disable home pages in guides •
- DPHC-259 - Emoji support improved throughout Help Center published content •
- DPHC-95 - Splash images and icons for published content can now be set through the V2 API •
- DPHC-184 - Improved language in published content to clarify usergroup permissions •

:Bug Fixes

- DPHC-191 - Moving a guide page should not be converted into a volume •
- DPMSGR-95 - Fixed simultaneous chat limit for agents •
- DPMSGR-90 - Fixed negative chat satisfaction ratings in reporting •
- DPHC-181 - Upvote count in community topics has been corrected •
- DPHC-170 - Ticket Notification count in Help Center has been corrected •
- DPHC-202 - Fix upgrade paths for new Volumes in Guides •
- DPHC-172 - Articles matching “Search Words” were appearing on every results page •
- DPHC-169 - Permissions corrected for non-logged in users when voting on Community Topics •
- DPHC-197 - Total Downloads count for downloaded files was inaccurate •
- DPHC-200 - Searching for articles by “Search Words” only returns 5 results •
- DPHC-204 - PDF generated articles not displaying widths of tables correctly •
- DPHC-207 - Archived KB articles were appearing in search results when “Search Words” matched •

DPHC-195 - "Thank you for your feedback" message appeared multiple times when rating articles •

DPHC-188 - "You have successfully subscribed" message appeared incorrectly when unsubscribing •

DPHC-218 - Corrected phrases shown when resetting your password via the Help Center •

DPHC-216 - Archived guide topics were viewable in the Help Center •

DPHC-212 - Attachment was still linked to a community topic after it was deleted •

DPHC-225 - When deleting multiple KB articles from a category, hide articles after "pressing "Apply Action" •

DPHC-171 - Not all Help Center content was showing when the "Limit Domains" function was used •

DPHC-221 - Users were able to vote multiple times on Community Topics in a single action •

DPHC-219 - Multiple notifications were triggered when subscribing/unsubscribing to KB articles •

DPHC-254 - Community icon was not showing properly in the agent interface when permissions for community were limited •

DPHC-194 - Pressing "Submit" multiple times on News Articles would submit duplicate comments •

DPHC-256 - Non-registered users CC'd onto tickets were incorrectly added as .registered users, when registration is disabled •

DPHC-206 - Glossary terms not displaying icons in agent interface •

DPHC-239 - Pre-rendered agent avatars were not compatible with certain characters •

DPHC-252 - Guest users could submit Community Topics when Community form was disabled by a rate limit •

DPHC-257 - Errors when setting custom locale codes for languages •

DPHC-209 - Direct links to Guide Topics would lead users to the Guide homepage •

DPHC-267 - Page count in Guides did not update properly after Topics were deleted •

DPHC-185 - When uploading an over-sized file through the Help Center ticket form, .the attachment box would disappear •

DPHC-274 - Primary_email was missing from the variable menu in Email Templates •

DPHC-250 - Fixed bugs when saving Help Center modifications •

DPHC-277 - Fixed custom phrase API V2 endpoint •

DPHC-116 - Improved behaviour when pasting pre-formatted text •

DPLEG-176 - Corrected custom phrase /api/v2/languages/custom_phrase API endpoint •

DPLEG-265 - Corrected 500 server error when visiting admin area •

DPLEG-241 - Corrected cron job error when processing certain characters in emails •

DPLEG-251 - Corrected cron job error when processing non-utf 8 emails •

DPLEG-229 - Emails from mail addresses with numbers matching with incorrect •

tickets

DPLEG-128 - Chat Queue selection in Admin would not stay highlighted when •
"pressing "Add Queue

.DPLEG-59 - Admin saw wrong voice and chat settings when impersonating an agent •

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Fixed an issue with database updates •

DPLEG-423 - Error when submitting ticket with "create task" trigger as a guest •