

Deskpro Releases > Deskpro 2021.1 Release < الاخبار

Deskpro 2021.1 Release

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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 $\, ullet \,$
 - 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
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 - 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 $\, ullet$
- 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 $\, ullet$
- DPHC-254 Community icon was not showing properly in the agent interface when permissions for $\, \bullet \,$ 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 incorrect 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 $\, ullet$
 - 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 $\, \bullet \,$
- "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 •

2nd Feb 2021 - 2021.1.1

- Fixed an issue with database updates •
- DPLEG-423 Error when submitting ticket with "create task" trigger as a guest •