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Deskpro 5.8.0

<u>Deskpro Releases</u> - (۱۰ تعلیقات - Christopher Nadeau - 2017-07-18

We are delighted to announce the release of a new version of DeskPRO which has a number of Bug Fixes and .Improvements

Features

Admin] You can now use templates (variables, conditions, etc) in triggers and escalations to set values] • .on custom fields

Improvements

(Agent] Client-side performance improvements (significant in some helpdesk configurations)

Fixes

- Portal] Copy and paste via context menu would remove special characters]
 - Agent] Save button was missing on user/org notes] •
- Portal] Password reset was suseptible to abuse (outgoing email flooding) if captcha was not enabled]
 - All] Multiple areas where language phrases were missing] •
 - Agent] New ticket drafts would duplicate attachments when reloaded]
 - Agent] Unable to delete/ban a user] •
 - Agent] Possible error when submitting empty search to ElasticSearch] •
 - Agent] Opening a ticket may fail with an error if you had no email accounts configured]
 - Agent] PDF ticket export may break in some cases] •
 - Admin] Usergroup perms also show as switched off] ullet
 - Agent] In fwd beta, all timestamps are shown as Jan 1970]
 - Agent] Grouping doesn't work in Recycle Bin] •
 - Agent] Creating a linked ticket doesn't include signature]
 - Admin] Clickatell app was broken] •