

## Deskpro 5.8.0

Release Announcements - (·) Christopher Nadeau - Comments - 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 susceptible 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] •
- 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] •