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Deskpro Release 2025.3

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This release introduces powerful new ways to collaborate, automate, and resolve queries faster than ever. The highlight is the **Microsoft Teams channel**, which enables seamless ticket management from your daily workflow. We're also launching **AI Service Credit** (Deskpro Managed Connection) for simpler AI usage, and **AI Web Data Sources** to enhance your self-service capabilities with smarter, more relevant answers. Along with a host of other improvements and fixes that will improve your Deskpro experience

:Release Rollout Notice

Version **2025.3** is being rolled out in stages to ensure a smooth transition and minimize disruption.

If you'd like to know when your account is scheduled for upgrade, please reach out to support@deskpro.com.

📌 ?tl;dr - What's New

:Here's a quick summary of the major changes. Click and jump into a specific section for more details

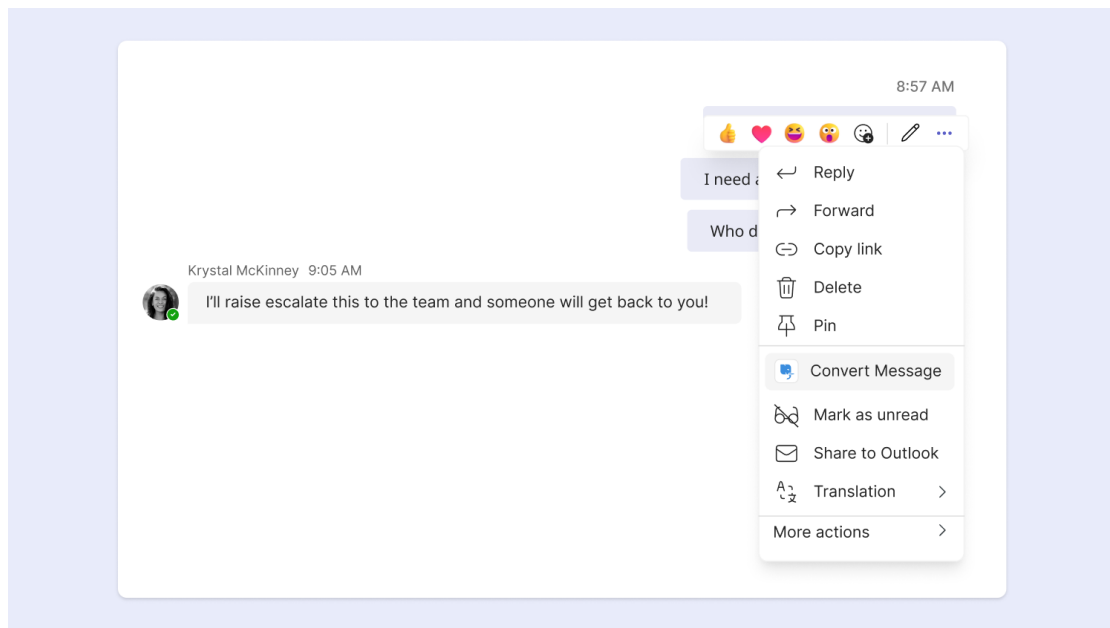
- [Apps & Integrations](#): Microsoft Teams channel and QuickBooks Integration
- [Deskpro AI](#): Web and External Data Sources and Deskpro Managed AI
- [Automations](#): More flexible webhook support and improved business hour tools
- [Channels](#): Direct media sharing, Messenger routing enhancements
- [UX Enhancements](#): Customize ticket hover previews and streamline the interface
- [MySQL 5.7 and Maria DB 10.4](#): Depreciation of support for self-hosted customers

Apps & Integrations

[Support your team where they are with Microsoft Teams + Deskpro](#)

.Your people spend their day in Microsoft Teams. Now, Deskpro support can be right there with them

The Microsoft Teams channel helps your team stay focused and productive while creating and managing tickets in Teams. Ad hoc requests become actionable tickets, helping your team work more proactively



Install Deskpro in your Microsoft Teams workspace and [get started with simple ticket creation and management today](#)

[Connect Support and QuickBooks Accounting for Smarter Interactions](#)

Connect your customer support and accounting workflows with the QuickBooks app! While chatting with a customer in Deskpro, you can instantly view their QuickBooks customer information, including invoices, bills, and payments

Get a complete picture of your customer relationships and provide more informed support. To get started with QuickBooks, go to Admin > Apps & Integration, then on the Available tab, find QuickBooks and follow the on-screen instructions

☐ Polish & Fixes

- **.HubSpot:** Shortened activity titles to prevent UI overflow in ticket views
- **Basecamp & Bitbucket:** Enhanced error messaging for invalid or incomplete setup configurations, making it easier to troubleshoot
- **.Jira:** Improved mapping interface for custom fields and resolved bugs with dynamic value loading
- **.Wrike:** Prevented errors when attempting to access tasks that have been deleted from Wrike
- **.Trello:** Fixed a UI issue where section headings weren't rendering correctly
- **Pipedrive:** Resolved issues related to deal creation, improved field mapping reliability, and ensured activity pagination works as expected
- **.Shortcut:** Fixed broken story relationship links in the app's home view
- **.Slack:** Corrected department selection when creating tickets via the Slack integration

.CRM Sync: Fixed a background job issue that could run indefinitely with invalid refresh tokens •


App Deprecation Notice

JetBrains has deprecated its [JetBrains Space product as of June 1st, 2025](#). Unfortunately, this means our .Deskpro integration with Space is no longer supported as of this release

Deskpro AI


[Give your AI help desk external knowledge](#)


Let your AI tap into external websites and knowledge bases to generate smarter, more accurate responses. You .can configure trusted URLs to sync and surface answers automatically



External Content

External content resources you add here will be used as data sources to power your intelligent AI responses and suggestions.

<https://www.example.com> 

<https://example.notion.site/company-wiki> 

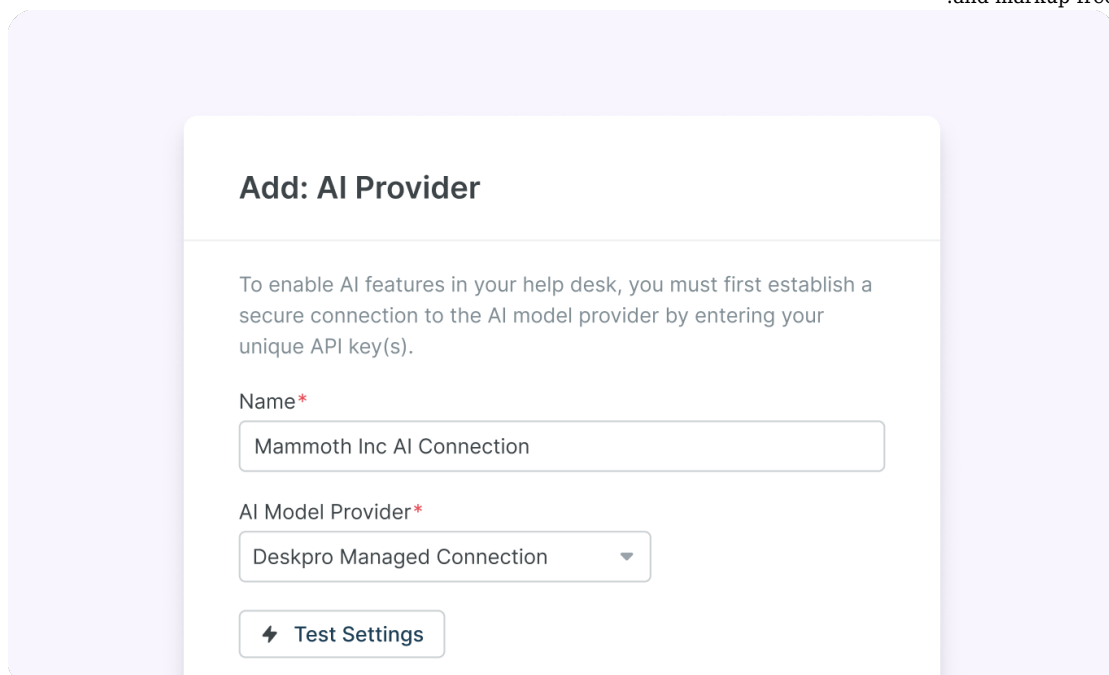
Select content ▼

+ Add

.Take a look at our AI setup guide and [connect your first external data source](#)

Convenient AI Management in Deskpro with Service Credit

[Deskpro Managed Connection](#) offers a new way to use OpenAI with Deskpro Cloud, no OpenAI account needed. We manage the AI Connection, and you manage the billing through Deskpro Service Credits. It's secure, simple, .and markup-free




Add: AI Provider

To enable AI features in your help desk, you must first establish a secure connection to the AI model provider by entering your unique API key(s).

Name*

AI Model Provider*

 Test Settings

.Simply activate AI features and pay for usage through [Service Credit](#)

Automations

.Users can now select predefined business hours schedules to quickly set 24/7 or weekday operating times

.We now support managing Business Hour Sets with up to 24 distinct 24-hour periods per day

▣ Polish & Fixes

- .Entering invalid minute values for business hours will trigger a validation error •
- Fixed an issue where “satisfaction has changed” and “satisfaction changed to” criteria did not trigger •
.correctly
- Fixed an issue causing errors to appear in escalation messages, ensuring clear and professional •
.communication
- The assignee field in the "Create Task" action is now searchable, making it easier to assign tasks •
.accurately and improve team efficiency
- Inbound webhooks can now include your Apps’ custom fields, providing greater flexibility and •
.customization in automation workflows
- Resolved SLA trigger issues for first-time responses using Channels, ensuring SLAs are respected and •
.customer response times are accurate
- .Fixed SLA criteria matching for Channel messages, improving consistent enforcement of SLA policies •
- Corrected SLA calculations for “time until criteria match” types, ensuring SLA metrics reflect the true •
.elapsed time

Channels

Email

Simplify and secure your Office 365 email integration with our new managed OAuth setup, streamlining
.authentication and reducing configuration complexity

Chat & Messenger

- .Required fields in chatflows are now clearly marked with asterisks for better usability •
- .Easily assign agent chats to specific teams in chatflows, improving routing efficiency •
- Keyboard navigation has been enhanced for Help Center content within the Messenger widget, •
.improving accessibility
- .Fixed tabbing and keyboard navigation issues on the Messenger news page for a smoother experience •
- .Use Cmd/Ctrl + Enter as a shortcut to quickly submit messages in all channels •

- New channel notification alerts keep agents informed of all new activity in real time

Social Media

Agents can now easily send images, videos, and files within active conversations on WhatsApp, Facebook Messenger, and Instagram Messenger. Simply drag and drop or use the attachment icon, just like with other channels.

.Note: Media sharing is not supported for Facebook or Instagram Comments due to Meta platform restrictions

▣ Polish & Fixes

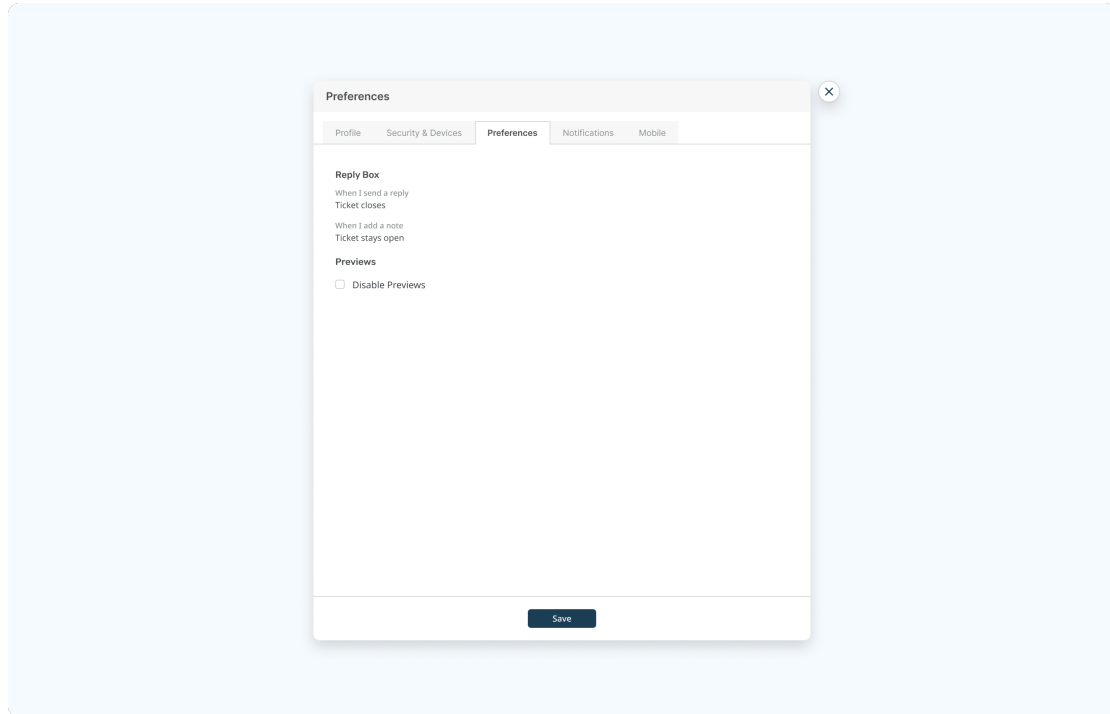
- Fixed an issue where Messenger was overriding the existing brand for users, ensuring your brand identity remains consistent across all channels
- Fixed an error that was causing incorrect business hours to be displayed in Messenger, providing accurate information to your customers
- Resolved an issue where Deskpro Messenger was sending Agent messages before the User sent their first message, ensuring a natural and intuitive conversation flow
- Messenger chats can now be included in ticket PDF and print exports, providing a complete record of your customer interactions
- Added a tooltip on the input where you select an email template, making it easier to choose the right one and streamline your email creation process
- Reverted a previous mail handling change that was causing base64 decoding to fail in some cases, ensuring your emails are decoded correctly
- Resolved issues with showing WhatsApp disabled numbers, ensuring accurate contact information is displayed
- Fixed issues ingesting Meta messages, ensuring all your social media messages are captured and processed correctly
- Resolved an issue where Audio Widgets in Admin continued playing after the modal window was closed, preventing unwanted audio playback
- The Voice billing summary now shows accurate Deskpro billing charges, providing transparent and reliable billing information
- Twilio calls that fail due to an invalid number are now handled gracefully, preventing errors and improving the user experience
- Fixed the playback button not reverting when audio ends in audio upload modals, ensuring a consistent and intuitive user experience

Interface & UX

Customize Ticket Hover Previews for Better Focus

Choose to enable or disable previews on hover in queues, lists, CRM profiles, search results, and notifications.
.Tailor your Deskpro workspace to reduce distractions or keep previews enabled for quick context

.This setting is available in your agent preferences and applies to your account only



🔧 Polish & Fixes

- .Fixed the view menu disable tooltip in ticket urgency, ensuring it accurately reflects the menu's state
- Fixed a bug where the minimum length could appear greater than the maximum length on custom fields, .improving validation accuracy
- .Corrected an issue with invalid ticket fields reset, ensuring ticket fields reset properly
- .Fixed sorting in the Kanban view of tickets, ensuring tickets are ordered correctly
- Improved the pending article window by adding a success notification, fixing padding, and resolving an .error for a smoother UX
- Increased the timer on the window close to allow "download all links" more time to complete, ensuring .full download completion
- .Fixed margins in email blockquotes, ensuring consistent formatting in emails
- Fixed an issue where pressing Enter in the dropdown search before results loaded would close the .dropdown prematurely, improving search usability

Other polish and fixes

Admin

We've updated the tooltips in the billing permissions section to be clear and easy to understand, so you •
.know exactly what each permission does

.The "Manage Logs" button in the audit logs is now functioning as expected •

API

We've fixed an issue where collections in object language forms weren't being handled properly, •
.ensuring your data is processed accurately

You can now restrict the tasks list in the API to specific tickets or sets of tickets, giving you more control •
.over your data and streamlining your workflows

Auth & SSO

We've resolved issues with using Machine Keys on Deskpro API V2, ensuring a smooth and secure •
.integration

The agent timeout feature is now working correctly, logging out inactive agents to keep your system •
.secure and optimize resource usage

CRM

Fixed an issue with the profile ticket table ID column overflowing on smaller screens, ensuring a •
.consistent user experience across all devices

You can now open up an Organization's profile by clicking on a child Organization, streamlining your •
.navigation and providing quick access to related information

Fixed an issue where FQL wasn't filtering organizations by user groups, ensuring accurate and reliable •
.data filtering

Editors

Improved how image alignment behaves - clicking near a centered image now places the cursor •
.correctly instead of selecting the entire image, making image editing more intuitive

Form Fields

Enhanced User Experience for New Department Form: Minor improvements for User Experience when •
.using the New Department form, making it easier to manage your departments

Help Center

The "new ticket" banner will no longer appear in the Help Center if the user doesn't have permission to •
.create tickets, providing a cleaner and more relevant user experience

Auto-focuses the verification code box during 2FA in the Help Center for a smoother and faster login •
.experience

Fixed email HTML styling for pre/blockquotes in the Help Center, ensuring consistent formatting across •
.all your communications

Removed red validation lines from the template title once it's filled in, providing a cleaner and more •
.polished user interface

Fixed an issue with legacy messenger and iOS devices not focusing the input, ensuring a consistent user •
.experience across all devices

The Help Center file now shows the correct person on "last updated by" after an update, providing •
.accurate information about content updates

Instant Messenger

Added validation to prevent errors when trying to create the IM group without members, ensuring a •
.smoother group creation process

We now prevent the creation of empty IM groups, ensuring your groups are always populated with •
.relevant members

Mass Actions

Attachments are now cleared when you discard changes on a mass reply, preventing the accidental •
.sending of unwanted files

Migrations

Fixed handling of charset migration failures when upgrading from v5 to Horizon, ensuring a smooth and •
.reliable upgrade process

Publish

Added the ability to pre-populate the Category field for New Articles, News, and Files, streamlining your •
.content creation process

Fixed an issue where related guide pages weren't opening, ensuring users can easily access related •
.content

Queues & Lists

Removed a check that was preventing all SLAs from displaying, ensuring you have a complete view of •
.your service level agreements

.Improved error handling when filtering queues, ensuring accurate and reliable queue filtering •

Returned the ability to retain SLA grouping for Queues, allowing you to organize your queues based on •
.SLA criteria

Enabled filtering ticket lists by text custom field when filtering by hidden/resolved statuses, giving you •
.more flexibility in managing your tickets

Reply Box

- Increased the send button's maximum width to cater to longer international strings, ensuring a consistent user experience for all languages

- Changed the prose mirror enter key to create a break on the first press and a new paragraph on the second press, giving you more control over the formatting of your replies

Search

- Fixed invalid conditions when searching by ticket message creation date, ensuring accurate search results

- Fixes an issue with ticket messages not being indexed in certain circumstances, ensuring all your ticket messages are searchable

Snippets

- Fixed an issue where shortcodes weren't choosing the correct snippet translation, ensuring your snippets are displayed in the correct language

Speed & Performance

- Updated the Linked ticket app to render the "create new ticket" button right away, improving the app's loading speed and responsiveness

Tasks

- Fixed some UI issues with tasks, providing a cleaner and more intuitive user interface

- Allow lite agents to be assigned to tasks, expanding task assignment capabilities

Deprecation Notice: MySQL 5.7 and MariaDB 10.4 (and earlier

We are deprecating support for MySQL 5.7 and MariaDB 10.4 and earlier starting with **version 2025.3.0** of Deskpro

MySQL 5.7 reached end-of-life (EOL) in October 2023 and is no longer receiving security updates or bug fixes from the MySQL team. Continuing to support this version limits our ability to take advantage of important performance and reliability improvements available in newer database versions

?Why this change

Beginning with version 2025.3.0, we plan to introduce features that rely on capabilities specific to MySQL 8.0 and later. These changes will help us deliver a faster, more secure, and more efficient product

?What do you need to do

If you're currently running MySQL 5.7 or MariaDB 10.4 or earlier, we recommend upgrading to a supported version before updating to 2025.3.0

Earlier versions of Deskpro will continue to work with older databases, but future updates will require MySQL

.+8.0+, MariaDB 10.5

If you have any questions or need assistance with your upgrade path, please don't hesitate to contact our
.support team

Patch release 2025.3.7

.This version was made available for Cloud and Self-Hosted customers on the **25th June 2025**

Performance & Stability

- Improved select field performance for faster ticket loading •
- Fixed error displaying ticket message lists when sending translated agent replies on new tickets •
- Enhanced **OpenSearch 2.19** compatibility for self-hosted installations •

Integrations

- Improved Microsoft Teams integration setup process •
- Fixed Quickbooks app integration issues •
- Enhanced PipeDrive integration stability •
- (Deprecated Space app integration (following JetBrains' discontinuation) •