Deskpro 5.13 Release

2017-11-27 - Colin Dunn - Коментари (0) - Release Announcements

We’re delighted to announce the release of Deskpro 5.13

Deskpro 5.13 includes the feature updates, improvements, and bug fixes listed below:

Chat Round Robin

- Automatically and evenly distribute live chats to agents based upon criteria that you determine. Find out more about Chat Round Robin here.

Apps & Integrations

- We have released two new brand new applications to further power your helpdesk
  - Custom HTML
  - Custom JS
- Further improvements have been made to the following Deskpro apps and integrations
  - Trello
  - Zapier

Improvements

- Dates associated with downloadable resources are now based upon the latest upload of that resource, rather than the date of the original post.
- New API command added to clear all current sessions the user has open, logging them out of the helpdesk:
  - *POST /people/{id}/sessions/clear*

Bug Fixes

- Escalations based on usergroup criteria now working correctly
- Email addresses now displaying correctly after a user search
- After updating user avatars, old avatar data is now deleted
- Blank CSV export bug issues resolved
- Initial Deskpro set up and licensing no longer generating errors
- Bug when chat turns off at random has been resolved
- Using arrow keys in chat no longer affects the display of previews
- Bug causing the contents of the chat window to erase when using the arrow keys
- Bugs causing errors in Follow Ups related to permissions settings are now

fixed

If you are using Deskpro Cloud, we will roll out this update to your Helpdesk soon.

If you are using Deskpro On-Premise, you can update your Helpdesk to the latest version from your Admin Interface.