Deskpro 5.9.0, 5.9.1

2017-08-23 - Benedict Sycamore - Sylwadau (0) - Release Announcements

We're delighted to announce the release of Deskpro 5.9.0.

Deskpro 5.9.0 includes the bug fixes and improvements listed below.

Improvements

- Pusher realtime notifications now display the correct information when tickets have been assigned to another agent
- Deskpro now supports realtime notifications without using third party software like Pusher
- Custom Organization fields are now compatible with reporting features
- User and Organization fields are now customisable using a "click to edit" feature
- Now possible to select "Agent Team" as a display option in the ticket view
- Improvements to the Trello app include:
    - Trello app incorrectly showing a number after cards have been removed is now fixed
    - Clicking on a trello card created through the app would lead to a blank page, this now leads to the card

Bug Fixes

- Display is now more responsive and dynamic when editing tickets from the User Portal
- Outlook recall messages no longer spam the helpdesk with notifications
- Reports on Snippet usage by agent are now fully populated
- HTTP caches from previous Deskpro builds are automatically cleared after performing an update
- The trigger action "Ticket Log" now usable
- Option to merge now available when trying to modify agents, and all user ticket history is retained when permissions are escalated to another agent
- Timestamps on ticket responses now display hover-over information regardless of whether they're set to relative or absolute
- All ticket labels are retained when adding criteria in Triggers and Escalations
- Polish language characters no longer open pop-up windows when typed

- Pusher events larger than 10KB now appear in realtime
- Multi-selecting custom fields behaviour improved
- Ticket URLs in email notifications now linking properly
- '@' symbol now recognised as a special character in password requirements
- Grouped tickets over 6 months old now displayed accurately
- Deleting a draft article no longer removes the Knowledge Base category it was assigned to
- Pop-up windows now more dynamic and responsive when multiple emails are input
- "Publish" icon no longer unresponsive if clicked when publishing is disabled
- Tickets now ordered properly in the "All Tickets" view
- Magneto and Joomla links working correctly when in "Install Widget in CMS" view
- Copy and paste functions now working correctly in ticket reply boxes
- Emojis in agent replies are now displayed correctly
- Saving general helpdesk settings no longer overrides multi-brand settings
- Agent Activity Report now displays information accurately in Chrome/Windows 10 and Safari/Mac 10.11
- Issues with incorrectly rendering certain custom fields have been resolved
- "Set Ticket User" in ticket triggers now working correctly
- Email validation loop eliminated
- Mass actions now performable when selecting multiple Snippets
- Tickets are no longer incorrectly merged as duplicates
- Chat sessions with banned users now display a "User is blocked" message
- Kayako import function now improved to display correct message dates
- Problem while enabling Beta V2 IM bug resolved
- Improvements and fixes to porting of V1 snippets into the V2 interface

V2 Snippets Improvements & Bug Fixes

- It's now possible to browse Snippets in any supported language, regardless of the language associated with the open ticket
- The Snippets pop-up window has been improved so creating, editing and attaching files to Snippets is easier
- It's now possible to customise individual Snippets so they automatically change text content based on channel
- Snippets shortcode now modifiable without refreshing
- The snippets window no longer 'snaps' to the top when you clicked out of it
- When applying a snippet while creating a ticket, the new snippet no longer prevents sending the ticket out, and the "Send Reply" button is now fully responsive

Bug Fixes 5.9.1

- Fix possible PHP notice in ticket list when user waiting time is zero

- Fix admin notification settings where you could not go back to polling after enabling pusher
- Fix bad results being returned from ElasticSearch when using Tikka and there are large attachments
- Updated languages
- Fixes to Trello app

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