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Deskpro Release 2025.2

2025-04-23 - Lara Proud - [Kommentarer \(0\)](#) - [Deskpro Releases](#)

Introducing Deskpro 2025.2.14!

This release brings significant improvements across Deskpro, focusing on AI-powered features, more powerful workforce management tools which help you better manage chat and voice, new apps, and more.

So, what's new in 2025.2.14? Here are the highlights.

tl;dr - What's New?

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

- **Deskpro AI** - We now support Microsoft's Azure OpenAI, allowing you to connect your API key for AI features, alongside simplified PDF data source management and various fixes.
- **Apps** - We now offer integrations with Google Calendar, Monday.com, Productboard and Smartsheet.
- **Workforce Management** - Added default vacation sets for the US, UK, and France. Plus, connect business and vacation hours with Chat, Voice, triggers, and webhooks.
- **Chat & Chatbots** - Control chat availability based on business hours, add an End Conversation route in Chatflows for better user experience, plus various fixes and improvements to enhance functionality.
- **Voice** - Voice now supports business hours for after-hours greetings and call routing options, plus various fixes to improve call routing and voice management.

Deskpro AI

[Deskpro supports Microsoft's Azure OpenAI](#)

We're introducing Microsoft's Azure OpenAI as our second supported AI provider!



Add: AI Connection

To enable AI features, you must set up a secure connection to your chosen AI provider by entering your unique API key(s).

Provider*
Azure OpenAI

Key*
ai-8Jk3L6XZ0mNpQrS7vW4yB2eHgT1fDuC9

Create Cancel

Connect your Azure OpenAI account to our AI features by bringing your API Key. This gives you control over your AI provider and organizational data security while benefiting from your help desk's AI features. Get started by [setting up an AI Connection](#).

Choose between [Microsoft Azure OpenAI](#) or [OpenAI](#) to tailor your AI-powered support to fit your team's needs.

Simplified PDF AI data source management

Manage PDF Data Sources more easily by replacing and reindexing PDFs for quick updates.

Employee Handbook

File*
Employee Handbook.pdf 2.3 MB

This file is successfully indexed.

File name*
Employee Handbook.pdf

Data sources*
 HR Data Source
 Customer Service Data Source

Select data sources this file can be used in.

Save Reindex Discard Changes Delete

You can view a copy of your PDFs stored in your AI Data Sources to review or reference the document quickly. These changes make managing PDF versioning easier and faster to update.

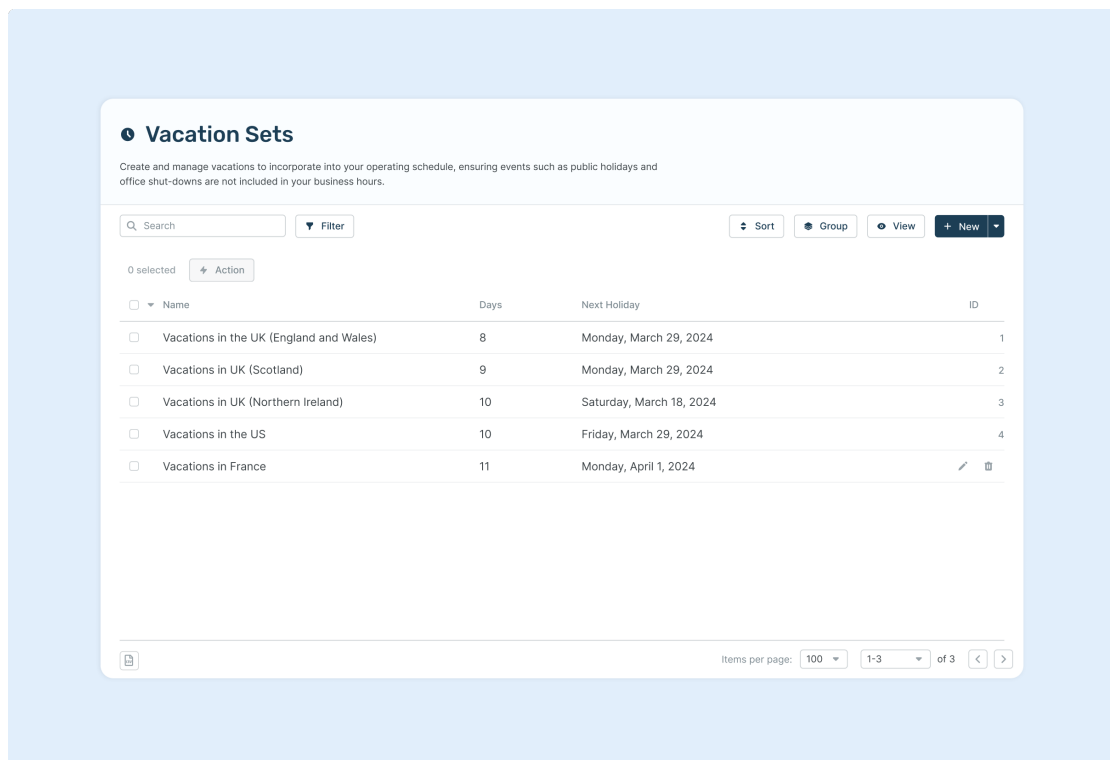
Polish & Fixes ▢

- An error will be displayed when an invalid file type is uploaded as a PDF Data Source.
- The AI Data Sources page will now load for admins.

Workforce Management

More flexibility with your business hours

Streamline your business hours management with default vacation sets for the US, UK, and French national holidays, making applying these as non-working days to your team's schedules easier.



Plus, use business hours to indicate availability for Chat and Voice, and use them as criteria for triggers and inbound webhooks, enhancing your operational control.

Polish & Fixes ▢

- If you used the legacy business hours feature, your settings have been moved to **Workforce Management > Business Hours**.

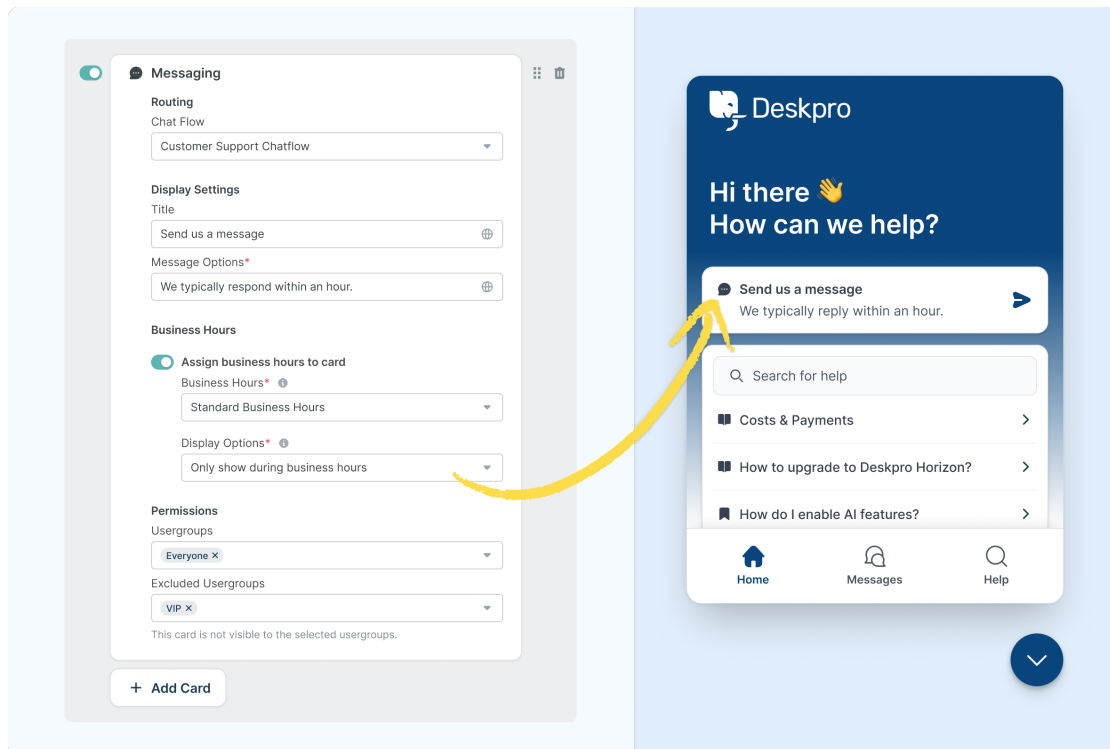
*For **self-hosted customers** upgrading to this release, we recommend reviewing and re-saving your Help Desk Business settings before proceeding. This helps ensure a smooth transition by saving your hours in the expected format.*

- We've added a calendar to the working days configuration menu to help you visualize operating days at a glance.

Chat and AI Chatbot

Customize Chat Availability According to Your Business Hours

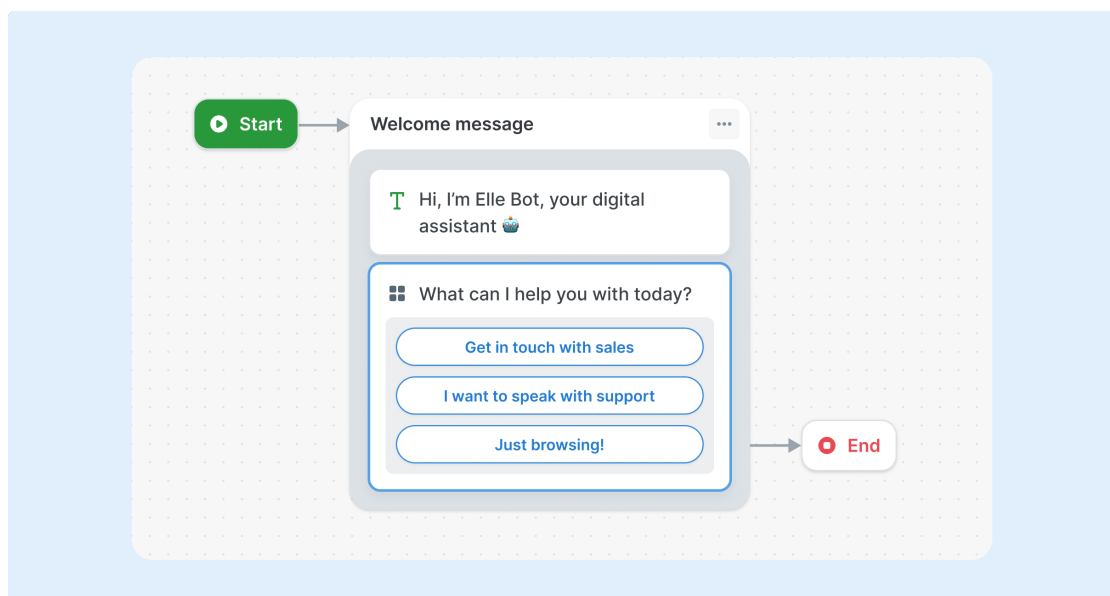
Apply your business hours to your chat widget, controlling when the "send us a message" card appears based on your operating hours.



This update ensures that users know when someone is around to respond to messages, enhancing the chat experience and setting the right expectations from the start. Learn how to [assign business hours to chat](#) for better conversation management.

Provide a clear end state to chatbot conversations

Chatflows now have an End Conversation route, providing a clear endpoint for interactions with your bot.



This update gives conversations a natural conclusion for a user, prevents the creation of unnecessary tickets,

and keeps your support system efficient and organized.

Polish & Fixes □

- Improved the subject line for tickets created from Messenger when the user's name is unknown.
- Added checks to streamline the setup of data sources and routing in Chatflows and improved the functionality of custom fields for better integration.
- Made it easier to identify which chatflow node or path you're viewing by enhancing the visual feedback on hover and selection.
- Resolved issues with duplicate choices appearing in chatflows and ensured the Admin preview functions reliably every time.
- Added a way to exit the reply box in the mobile app's chat interface and fixed the SDK to prevent error pages from appearing when switching profiles.
- Added an error message to alert users before deleting chatflows that are currently in use.
- Fixed blank entries from being made when people use chatflows.
- Fixed the line that shows up when Messenger is closed and made sure the preview updates when you delete the Home tab.
- Fixed the error when you delete all tabs in Messenger.
- Fixed the color setting so you can edit Home Tabs.
- Fixed authenticated users not being correctly treated as the registered usergroup.

Voice

Apply Business Hours to Voice

Assign specific business hours to enable voice auto-attendants to ensure that callers receive an appropriate out-of-hours greeting when the office is closed.

Additionally, choose to create a ticket, accept a voicemail, or both when a user calls outside of business hours, providing more control over after-hours communications. This update enhances your ability to manage customer voice interactions, ensuring that communications remain professional and responsive even outside working hours.

Polish & Fixes □

- Fixed the routing of Voice calls to ensure available agents are notified of incoming calls
- Fixed the model for uploading Queue's voicemail recording; admins can now play back the recording before saving.
- Fixed the Group Missed Calls function so it works when the duration within which group calls is set to 3

hours

- Fixed the flow for purchasing UK toll-free and local numbers; admins can now set the address to be associated with the number.
- Fixed Voice Queues so that maximum user wait time is observed.
- Fixed the issue of agents not being able to declare themselves available before wrap-up time expires
- Fixed Auto Attendants with audio greetings configured not directing calls to their chosen option.

Apps & Integrations

Simplified App Installations

Deskpro integrates with your favorite tools to help agents communicate and collaborate more effectively. We've introduced Quick Connect, a streamlined app installation process that eliminates the need to create your app credentials on third-party services.

You can still choose to use the Advanced Connect option if you prefer to bring your credentials when installing a Deskpro app.

Plus, there are four new apps available in Deskpro which :

[Simplify Scheduling with Google Calendar](#)

Integrate Google Calendar with Deskpro to synchronize meeting and event scheduling directly from the help desk. With the app, agents can create events and invite for more efficient help desk organization.

[Simplify Project Management with monday.com](#)

Simplify project and task management by connecting monday.com to Deskpro, facilitating better team synchronization and workflow.

[Enhance Product Development with Productboard](#)

Leverage Productboard's integration with Deskpro to manage customer feedback, prioritize features, and align your product roadmap with customer needs, streamlining your team's workflow and improving communication.

[Boost Team Collaboration with Smartsheet](#)

Enhance your team's work management and collaboration with Smartsheet. You can view and manage your tasks from Deskpro, enabling your team to efficiently plan, track, and automate your projects and processes.

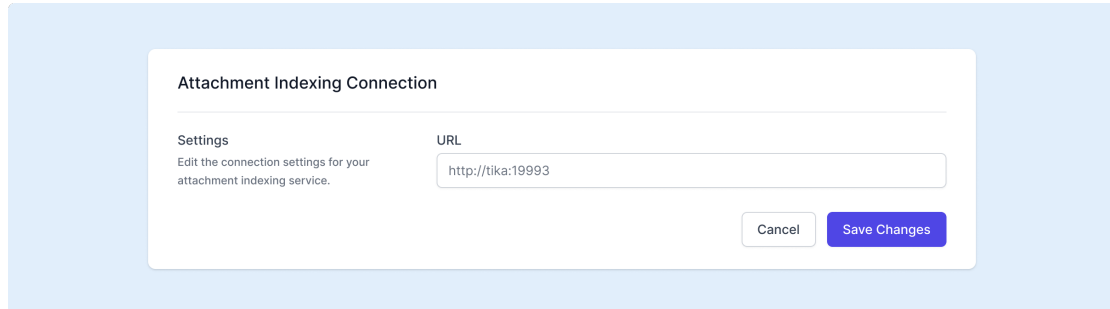
Polish & Fixes □

- We optimized the storage requirements of apps for self-hosted instances reducing the space needed.
- Removed an unnecessary error message that appeared during the setup of the Salesforce app.
- Fixed a glitch that could result in the appearance of dual scrollbars within the iframe app.

Attachments

Indexing Attachments

Self-hosted customers can enhance search capabilities by configuring an external attachment indexer, Apache Tika, which indexes the contents of attachments for improved data utilization and efficiency.



The screenshot shows a dialog box titled "Attachment Indexing Connection". It has a "Settings" section with the text "Edit the connection settings for your attachment indexing service." and a "URL" section with a text input field containing "http://tika:19993". At the bottom right, there are two buttons: "Cancel" and "Save Changes".

This feature allows for better insights, automated indexing, and the flexibility to tailor the service to specific needs through both GUI and CLI, with the option to deploy Apache Tika directly via the OPC for seamless integration within the Deskpro environment. Learn how to get started with [indexing your attachments](#).

Polish & Fixes ▢

- We've made it easier to choose your profile picture and improved the underlying code for better performance.
- We've made it easier to add attachments (like images or documents) directly into things like templates, files, and news articles and added security checks to protect your data while accessing these new features.
- Added support for permalinks for avatars to ensure the link stays valid even if profile info changes.
- Fixed an issue where attachments wouldn't load properly on the first agent message in a ticket, ensuring you can view important files right away.
- Fixed a problem where images in messages submitted via the Help Center were not displaying correctly.

Auth & SSO

Enhanced User Management with SCIM Updates

Disable users directly through SCIM requests. Additionally, you can now synchronize usergroups and permission groups seamlessly using SCIM. This enhancement allows for more efficient user management, enabling quick adjustments to access rights and immediate account deactivation, ensuring better security and streamlined operations across your systems.

Polish & Fixes ▢

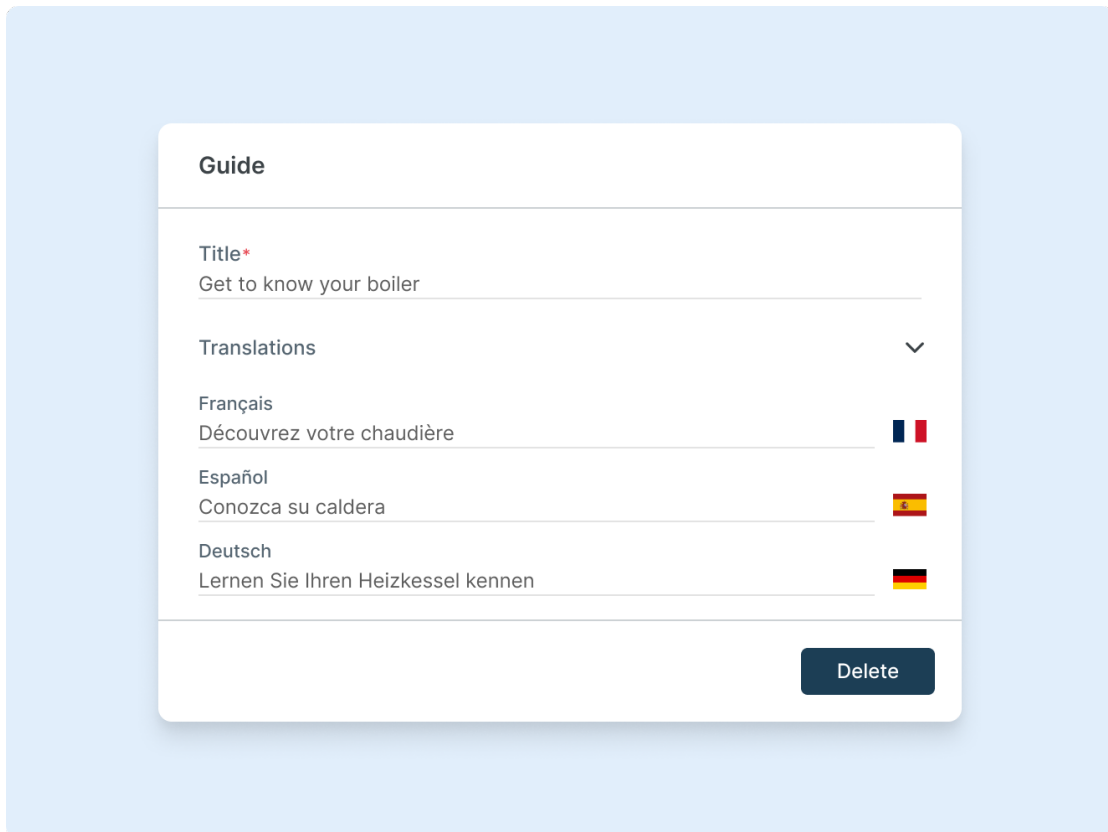
- Fixed the Join Now button in the agent welcome emails.
- Fixed the password reset process for Self-Hosted admins so it provides relevant information and handles the process for lite agents.
- Fixed the New Agent Welcome Email template to handle the existence of lite agents.

- Fixed the issue of selecting the "Add to Organization" login action when configuring an Auth source causing the page to error.
- Fixed duplicate email addresses in a SCIM request returning a 5xx error; a 4xx error will not be returned if duplicate emails are present.
- Fixed SAML redirect so agents are redirected back to Deskpro correctly after authenticating.
- Fixed the "Test Settings" feature for checking Agent Auth source configuration.

Help Center

Translate Titles for Help Center Content

We've expanded our translation capabilities to include title translations for Knowledge Base Articles, New Posts, and Files. Additionally, you can translate Guide Volumes and Chapters, giving an improved localized experience for users reading your help content.



Polish & Fixes

- Fixed drop-down fields on Help Center so that tabbing through the options does not change the selected value.
- Added ability for admins to edit the phrase displayed to users when the Help Center is down for maintenance
- Fixed images on Help Center, so clicking on compressed images loads them in a new tab at full size.
- Fixed the overflow of brands in the Help Center template editor

- Fixed users not receiving community notifications about topics in forums they can access as they belong to a user group with access to the forum.
- Fixed Guide Chapters remaining in the list of Chapters once deleted, deleted Chapters will not disappear without the need to refresh.
- Fixed the rendering of the date a New post was unpublished.
- Fixed the wording in the modal displayed when editing user group access to the KB Category.
- Fixed the validation messages displayed when editing a Knowledgebase's Required Review Date settings.
- Fixed security vulnerability in Help Center twig templates

Ticket Management & Organization

Group Ticket Lists by both Organization fields and User fields for better organization and visibility of tickets related to specific organizations and giving agents a more personalized view of tickets associated with individual users.

Polish & Fixes

- Improved Star, Problem & Label Ticket lists; they now retain groupings applied by agents.
- Fixed the issue of Text fields disappearing from the list filter builder once set
- Fixed the issue of date values being incorrectly preserved when the agent clears a Date filter in a List Builder.
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- Fixed the issue of date values being incorrectly preserved when the agent clears a Date filter in a List Builder.
- Fixed grouping a Ticket List. Now, when grouped, agents will be able to view all tickets in the list.
- Fixed the tracking of user wait time on tickets created via the API.
- Fixed the display logic of Toggle fields in the agent ticket form.
- Fixed the display logic of Radio fields in the agent ticket form.
- Fixed how actions performed by triggers are displayed in Ticket History so the correct trigger ID is displayed.
- Fixed issue with Automatic Ticket Locking feature; now, if an agent opens then immediately closes a ticket, the ticket will not remain locked.

- Fixed the Ticket Preview modal to allow agents to scroll the ticket properties
- Fixed the issue of draft messages being lost when the agent navigates from a ticket to the Reports area.
- Fixed drafts being lost when navigating to reports.
- Fixed the issue of agents' draft messages being lost when logging out and logging back in
- Fixed drafts being lost when logging out and logging back in.
- Fixed the select user menu in the new ticket form; attempting to search the members belonging to an organisation will not cause the menu to close.
- Fixed the action menu off of notes on a ticket and removed the unnecessary dropdown for delete action.
- Fixed the Ticket Information Assignment section so that the option to select a Team is not displayed when no teams exist.
- Improved how Display fields are rendered in the agent UI. Now, when displaying plain text, the text will be displayed directly in the form.
- Fixed Social media messages re-rendering when an agent receives a notification
- Fixed User and Organisation fields in the New Ticket form not being automatically populated when an agent selects a user.
- Fixed the regex validation of text fields in Ticket Templates
- Fixed the default to note tab interface default setting. When an agent creates a new ticket, it will default to the Note tab.
- Fixed the validation date and date & time fields to access 01/01/1970.
- Fixed the sorting of Whatsapp messages on a Ticket.
- Fixed the issue with trying to create tickets using a restored ticket template
- Fixed the issue of hidden required fields blocking the creation and editing of Ticket Templates.
- Improved Subject Matching logic to account for space between prefix & :
- Improved the reply box editor so that text pasted from a Google Doc retains formatting.
- Fixed the set subject trigger actions so it uses the appropriate time zone instead of defaulting to UTC.
- Fixed the model displayed when admins delete select field options to stop the creation of infinite loops.

All other platform polish and fixes

Configuration and UI:

- Ensured admin forms retain their state when navigating between different areas of the product.
- Fixed brand deletion to allow the removal of brands with a Messenger setup.
- Corrected the criteria builder in triggers to prevent overflow from the margins.

Deskpro API:

- Updated permissions for the `/api/v2/organizations/{id}` endpoint to allow access by agents with necessary permissions, regardless of group membership.
- Enhanced the `/api/v2/tickets/id/view` endpoint to enable PDF exports of tickets.

Search:

- Added search capabilities for text, URL, currency, and number fields in User & Organization profiles.
- Fixed the Global Search sort function to apply the selected option to sub-results.
- Improved the Global Search filter by the label function to exclude non-matching guide pages and tasks.
- Fixed the layout overflow in global search results.
- Corrected the cron log message to properly indicate job completion.

CRM:

- Reinstated visibility of an agent's team in their CRM profile.
- Enhanced User and Organization forms, allowing agents to adjust the side panel width.
- Updated the Organization member count to reflect changes when users are added.
- Corrected the Client ID field validation in the CRM Sync form to accept valid Salesforce IDs.
- Modified the Banned Email form to accept "@place-holder" domains.
- Improved the Create User form to display a message when a banned email is entered.
- Fixed unresponsive date pickers for custom fields in the add user form.
- Updated Ticket lists on CRM profiles to show the date of the last reply in the Last Reply column.
- Fixed the "Set as Organization Manager" action on the Organization Profile.

Automations:

- Corrected Escalations to execute properly when set with relative date-based criteria.
- Resolved issues preventing admins from creating or editing triggers due to the "Satisfaction Change"

criteria rule.

- Fixed the execution of Macros from the Ticket Preview menu.
- Ensured date and date & time field variables in snippets use the correct timezone.

Agent Management:

- Enabled default permissions in the Add Lite Agent form.
- Corrected the edit Lite Agent admin drawer to prevent errors when viewing “Other Permissions”.

Reports:

- Updated the Ticket List CSV export to handle non-Latin characters correctly.

Data Importer:

- Corrected User CSV Import to properly create new multi-line text and select fields.

Instant Messaging:

- Resolved an issue where group IM messages were not appearing in an agent’s conversation history.

Language and Translation:

- Fixed the Email Template editor to maintain language display after editing phrase translations.
- Enabled admins to customize Person List phrases on the Phrase Translation page.