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Deskpro Release 2025.5

2025-09-23 - Lara Proud - [Kommentare \(0\)](#) - [Deskpro Releases](#)

Introducing 2025.5!

This release brings **powerful new tools to streamline your workflows, improve accessibility, and strengthen communication** across Deskpro. With the launch of our **DocuSign integration**, the new **Help Center v2 theme** (WCAG AA compliant), smarter **Messenger** and **Slack** experiences, and expanded AI capabilities, Deskpro 2025.5 delivers more control, more context, and better performance for your entire team.

So, what's new in 2025.5? Here are the highlights!

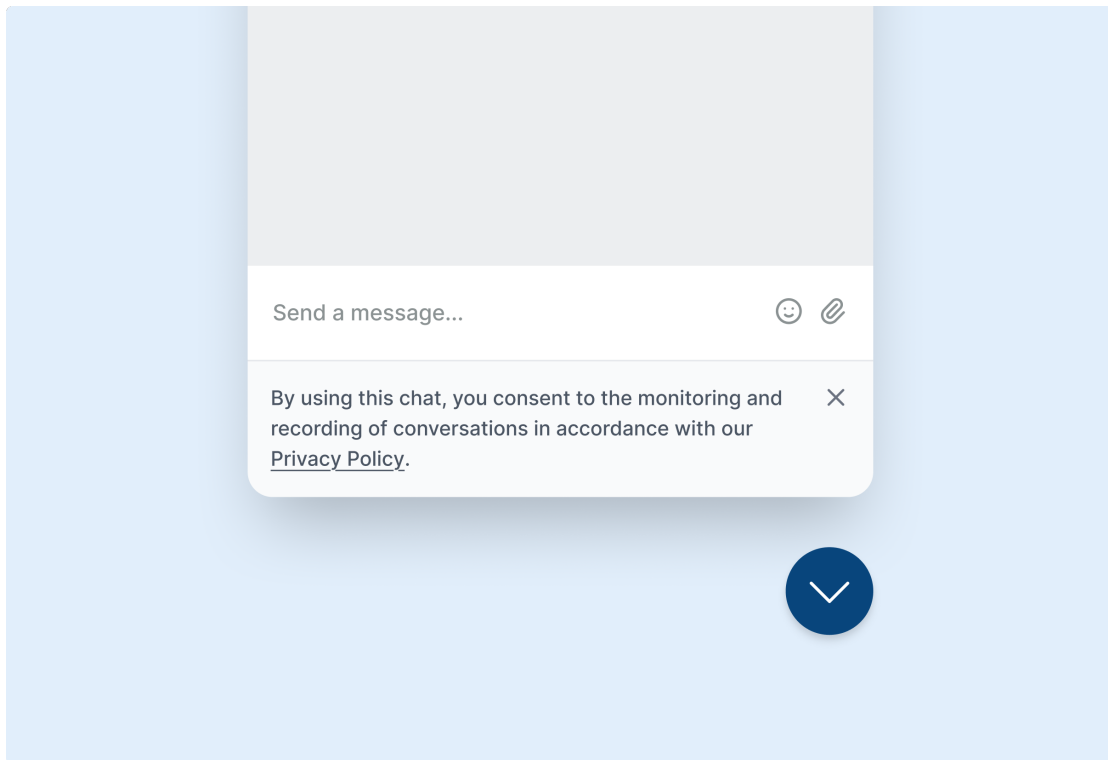
tl;dr - What's New?

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

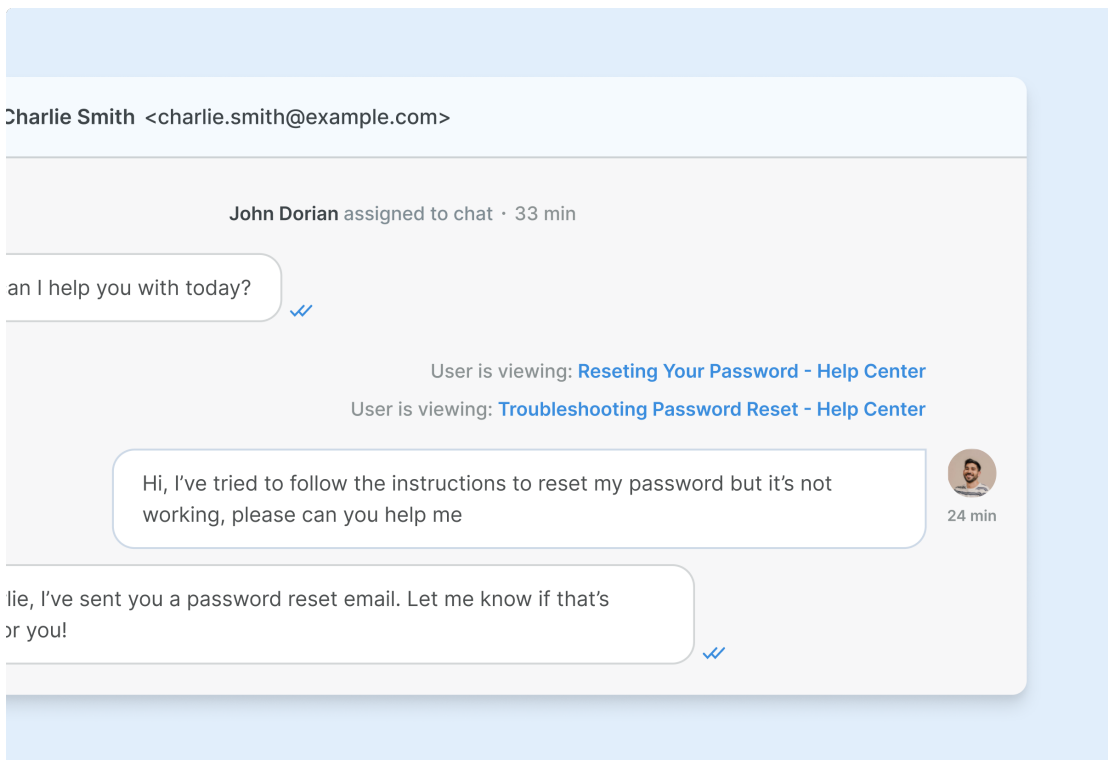
- [Chat & Chatbot](#) - Privacy Notice feature, see which page users are viewing in real time, and improved message preview formatting.
- [Help Center](#) - Brand-new v2 theme with WCAG AA compliance for a more accessible and modern user experience.
- [Apps & Integrations](#) - Launch of our DocuSign integration, plus enhancements to HubSpot and Copper apps.
- [AI & Automations](#) - New AI Insights panel on tickets, multi-connection support, improved intent and thank-you detection.
- [Slack](#) - Advanced Slack triggers, agent-level notification preferences, improved setup flow, and richer notification context.
- [General Fixes & Improvements](#) - Wide-ranging polish and stability updates across ticketing, email, profiles, mobile app, and more.

Chat & Chatbot

Added a Privacy Notice feature with translations and settings management to help your team stay compliant.



Agents can now see which page a user is viewing when Messenger is embedded on your Help Center or website, providing better context in real time.



Improvements & Fixes

- Long real-time customer message previews now wrap across multiple lines so agents can read them without scrolling.
- Added tooltips to the emoji, link, and attachment icons in Instant Messenger.

- Moved the “Routings” setting from Messenger to Workforce Management in Admin for better organization.
- Fixed Messenger tickets not opening in some cases.
- Fixed Messenger uploads with braces { } in filenames breaking the ticket view.
- Fixed resetting drilldown on empty search queries and improved loading state on Help Center cards in Messenger.
- Fixed race condition in Chatflow message rendering that caused messages to appear out of order.
- Removed unnecessary internationalization code from Chatflow choice node buttons/dropdowns.

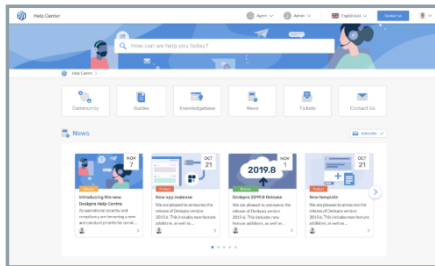
Help Center □

A new Help Center theme is now available, designed to meet WCAG AA accessibility standards and provide a cleaner, more inclusive experience for your customers.

Theme Picker

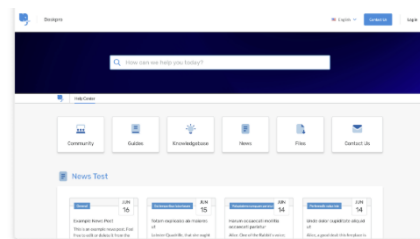
Help Center

The previous Deskpro theme.



Help Center V2

The standard Deskpro theme.



Save

This update enhances usability for screen readers, keyboard navigation, and visually impaired users — making your Help Center easier for everyone to use.

Warning

Updating your Help Center theme will remove any existing customizations (styles, layouts, or changes). You will need to reapply your customizations after enabling the new theme.

Improvements & Fixes

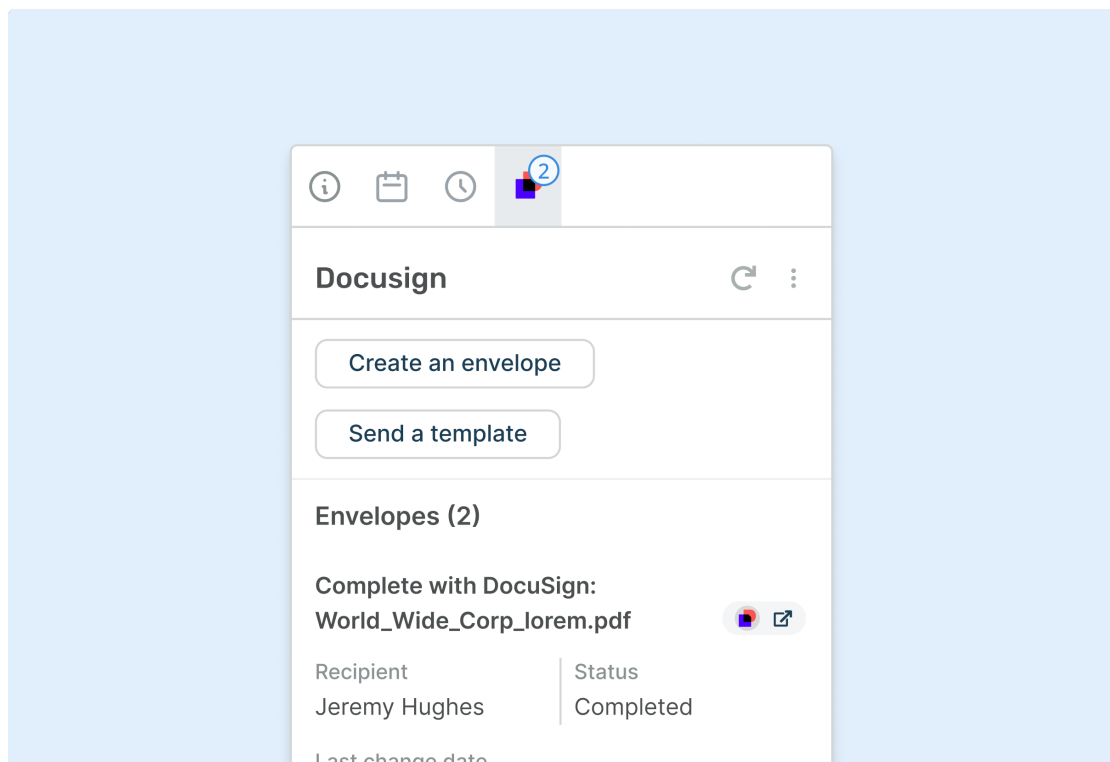
- Fixed incorrect redirects for Help Centers using brand slugs with SSO auto-login disabled.

Integrations □

[Send and Track your DocuSign Documents](#)

Agents can now:

- Match Deskpro users to DocuSign recipients (auto or manual).
- View and track all documents sent to the user.
- Send new documents using templates, with customizable recipients, subject, and message.



This streamlines the entire signature process, helping your team save time and keep everything in one place. To get started, go to **Admin > Apps & Integrations > Available**, and **Select DocuSign**.

- HubSpot app now displays company/organization information under user profiles.
- Copper app now allows linking Deskpro Organizations to Copper Companies for better data consistency.

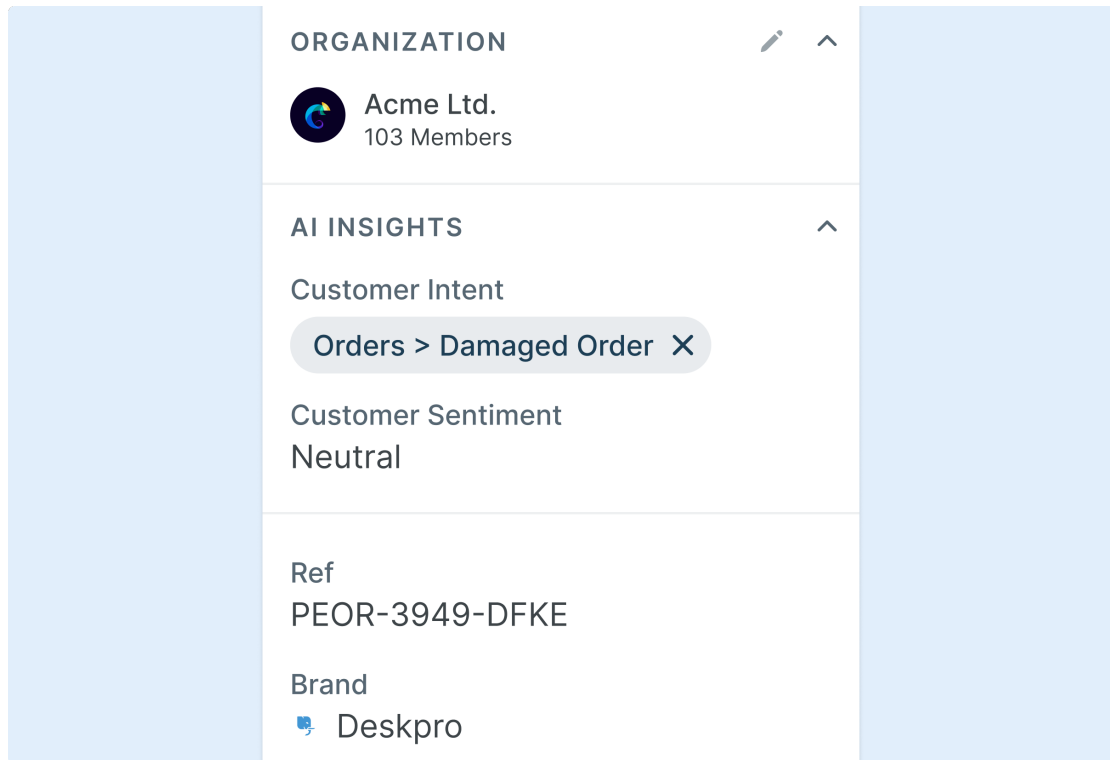
Improvements & Fixes

- Fixed HubSpot app creating duplicate note entries or logging them under the wrong profile.
- Fixed Dynamics 365 app URL formatting issues during setup.
- Fixed TeamViewer app error when creating new sessions.
- Fixed Jira app crashes from invalid API keys and intermittent field mapping issues.

- Fixed Asana app not fetching tasks from some projects.
- Fixed Slack integration not creating tickets from channel messages with attachments — attachments now upload correctly.

AI & Automations □

We've added a section in the ticket properties that displays **Customer Intent** and **Customer Sentiment** so agents can see them at a glance.



The section can also be collapsed quickly to hide the AI insights from view when agents are working on tickets.

- Added the ability to add or edit multiple AI connections (Claude, Gemini, Mistral) with a managed list of approved LLMs.

Improvements & Fixes

- The AI Automation features for Customer Sentiment and Customer Intent are currently executed when an email is received and the values are stored in ticket fields.

Previously this feature used the text in the body of the email to detect Intent and Sentiment when a ticket arrives. We have now added two improvements:

- Include the Subject Line in the evaluation
 - Fixed a bug that prevented Sentiment Detection on replies
- Following feedback from our customers, we have reviewed the Thank You detection. In some cases when a 'Thank you' was included in the message the tickets were closed even if it was followed by a

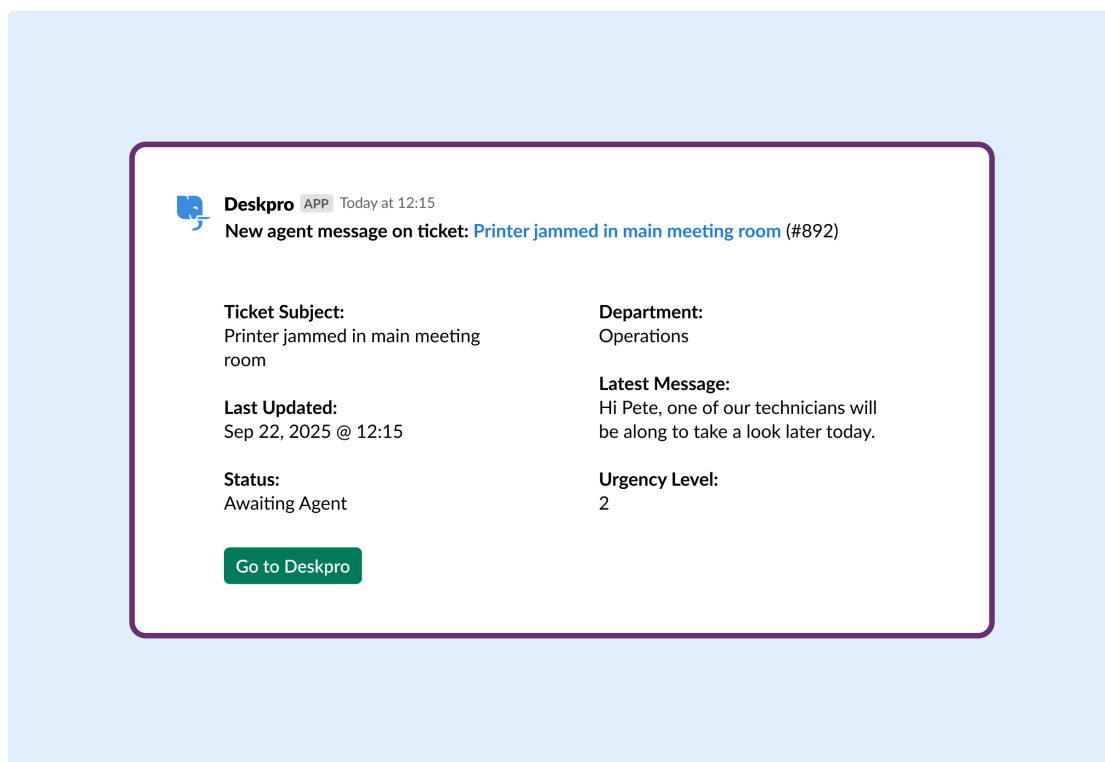
request for further action. Our prompts have been improved to deal with these cases.

- You no longer need to manually select an AI connection when setting up a data source.
- AI features now display clearer, more informative error messages.

Slack

[Get Ticket Updates in Slack with Deskpro](#)

Stay on top of your work without leaving Slack. You can now receive ticket notifications — including new assignments, status changes, and team queue updates — directly in your Slack workspace.



Choose which events you want to be notified about, so you only see what matters to you. [Set up your personal Slack Notifications](#) and never miss an update.

Advanced Slack Notification Triggers

Take full control of how and when notifications are sent to Slack. With the new **Send to Slack Channel** trigger action, you can use Deskpro's full criteria builder to define exactly which ticket events get posted, and where.

Notifications include key ticket details (subject, link, status, assigned agent, urgency, and more) so your team always has the right context in the right channel. Existing legacy Slack triggers will continue to work.

[Build your Slack Channel Notifications](#)

Improvements & Fixes

- When using the `/deskpro ai` command in Slack, the original question remains visible in the thread,

and the AI-generated answer includes both the question and who asked it.

- We've polished the loading state for AI-generated replies in Slack.

Fixes & Improvements

Ticketing & Fields

- Fixed SLA-related queues not updating in real time.
- Fixed queues not updating when changing from sub-status to parent status.
- Fixed ticket fields so changes from triggers and macros now update live for agents.
- Fixed general ticket field update issues.
- Fixed round-robin not assigning tickets to online agents.
- Fixed team field displaying as zero.
- Fixed required fields in the resolution modal so values are saved correctly.

Agent Profiles & Usergroups

- Fixed layout and UI issues in the Agent Profile → Teams section.
- Fixed agents being removed from custom usergroups when profiles were edited.
- Fixed incorrect counts for Permission Groups and Teams on agent profiles.

Email & Notifications

- Fixed multiple line breaks appearing at the top of Outlook emails.
- Updated email attachment size limits so they only apply to email uploads and not other file types.
- Fixed typos on the email settings page, SPF, and DKIM descriptions.

Authentication & Security

- Added support for authenticating O365 accounts using 21 Vianet, GCC High, DoD, and Single Tenant providers.

- Added OIDC-compliant Single Logout support for Keycloak users.
- Stopped capturing user credentials in system logs.

Interface Updates

- Updated the copy in the agent notification modal for improved clarity.
- Fixed signature tooltip flicker.
- Fixed labels being cut off in ticket history.
- Fixed password reset validation message to show correct character requirements.
- Improved loading speed of the linked tickets app.
- Fixed display of users without email addresses in organization profiles.
- Updated Slack webhook URL to reflect current documentation.
- Fixed knowledgebase article update issues.
- Fixed custom app text overflow and missing settings data in apps framework/SDK.
- Allowed legacy v5 instances to upload custom apps.
- Improved mobile app ticket summaries and repositioned reply button to stop blocking attachments.
- Improved broadcaster token handling when tokens expire.

Search & Logging

- Fixed ability to search tickets by attachment names.
- Stopped capturing user credentials in system logs.

Patch release 2025.5.1

This patch version was made available to cloud customers on **25th September 2025**.

It includes improvements to the agent routing interface.

Patch release 2025.5.3

This patch version was made available to cloud customers on **27th September 2025**.

It includes enhancements to mobile browser compatibility and API error handling.

Patch release 2025.5.4

This patch version was made available to cloud customers on **4th October 2025**.

It includes improvements to agent preference settings, AI reply suggestions, and updates to an internally used tool.

Patch release 2025.5.5

This patch version was made available to cloud customers on **8th October 2025**.

It includes improvements to an internally used tool, department form management, and voice call functionality.

Patch release 2025.5.6

This patch version was made available to cloud customers on **9th October 2025**.

It includes improvements to ticket list display compatibility.

Patch release 2025.5.7

This patch version was made available to cloud and self-hosted customers on **16th October 2025**.

It includes monitoring improvements for cloud infrastructure.

Patch release 2025.5.8

This patch version was made available to cloud and self-hosted customers on **23rd October 2025**.

It includes several bug fixes covering OIDC login, Custom fields and race conditions with the Messenger application.