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Deskpro Release 2026.2

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Introducing 2026.2!

Deskpro 2026.2 delivers significant improvements to AI content source indexing for large help desks, multilingual Help Center search in Messenger, and expanded support for Instagram — alongside a broad set of security improvements and reliability fixes across the platform.

So, what's new in 2026.2? Here are the highlights:

tl;dr - What's New?

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

- **Deskpro AI** - Significantly faster AI content source indexing, with smarter batching, rate limit awareness, selective re-indexing, and improved cleanup for large help desks. Plus a range of AI reliability fixes.
- **Channels** - Help Center search in Messenger now works in the user's preferred language, agents can manage Instagram comment deletion directly from tickets, and a range of channel fixes.
- **Polish & Fixes** - A broad set of security improvements and reliability fixes across tickets, email, the agent interface, and platform infrastructure.

Deskpro AI

AI Content Source Indexing Improvements

Selective re-indexing

When you save changes to a datasource configuration, Deskpro now only re-indexes the content sources that actually changed. Previously, even a small edit — such as updating a website crawl URL — triggered a full re-index of everything, including tickets. On large help desks, this could take a very long time.

Cancellable indexing jobs

When you update an AI content source configuration while indexing is already in progress, the previous indexing job is now automatically cancelled and a fresh one started, so your content source always reflects your latest settings without waiting for stale jobs to finish.

Improved OpenAI batching

AI content source indexing now sends much larger batches of documents to OpenAI at a time, making better use of your available capacity and substantially reducing the time needed to index large datasets.

Rate limit awareness

Indexing now works in step with your OpenAI account's rate limits, automatically slowing down when limits are reached and speeding back up when capacity is available. This removes the bottlenecks that could cause large indexing jobs to stall or run for many hours.

Smarter cleanup

AI content source cleanup now processes large datasets in smaller, more manageable steps, preventing errors when cleaning up very large content sources.

Fixes & Improvements

- The Customer Intent description field now accepts up to 5,000 characters — up from 200 — with a live character counter and a clear error message if you go over the limit.
- Fixed an issue where saving a new context in the Suggest Reply panel showed an error and the context was not stored.
- Fixed an issue where the Suggest Reply feature returned an error on some tickets.
- Fixed an issue where using a Claude AI connection resulted in errors when agents tried to use AI features such as Suggest Reply.
- Fixed an issue where opening a ticket with AI Insights enabled showed an error on some help desks, preventing agents from viewing AI insights or rating AI suggestions.
- Fixed an issue where the AI log did not record which ticket the Change Tone and Improve Spelling features were used on.
- Fixed two issues with AI web source indexing: one that could prevent indexing from completing on large websites when many pages competed for processing at the same time, and one that caused indexing to fail on very large web sources due to running out of memory.

Channels

Multilingual Help Center Search in Messenger

The Messenger widget now searches Help Center content in the user's preferred language when multiple languages are configured, rather than only returning results in the default language. Users with a non-default language setting will now find more relevant Help Center content when searching from within Messenger.

Instagram

Agents can now delete their own replies to Instagram post comments directly from within the ticket. When a user deletes their comment on Instagram, it is also automatically removed from the ticket view, keeping the conversation in sync with what appears on the post.

Fixes & Improvements

- Fixed an issue where a returning WhatsApp user who sent a message through a chatbot flow was being connected to their previous resolved ticket instead of a new ticket being created.
- Fixed an issue where messages could intermittently fail to send on busy help desks when multiple channel messages were being handled at the same time.
- Fixed a security vulnerability where the Messenger widget could be loaded on unauthorised websites, bypassing the trusted domain settings configured by admins.
- Fixed a security vulnerability where agents could continue to receive live updates in their browser after their account was disabled or their password was reset. Agent sessions now end immediately when access is revoked.
- Fixed an issue where the Messenger widget launcher button had an oversized clickable area that extended beyond the visible icon, preventing users from clicking on nearby elements on the page where the widget was embedded.

Polish & Fixes □

Tickets

- Fixed an issue where sending a ticket reply could intermittently fail on busy help desks, displaying a 'restore or discard draft' prompt. This was most likely to occur on help desks with many automations and Triggers running. Trigger webhook timeouts are now capped to prevent this from happening.

- Fixed an issue where certain agents were unable to send ticket replies and received an error when attempting to submit.
- Fixed an issue where required date and time Custom Fields on tickets lost their saved values after the ticket was closed or resolved, prompting agents to fill them in again.
- Fixed an issue where ticket Queues grouped by status did not update automatically when a ticket's status changed. Tickets now move to the correct status group in real time without needing a manual refresh.

Email

- Fixed an issue where email replies from users were not appearing on the ticket. Replies were getting stuck and never delivered, which also caused other incoming emails to queue up and stop processing.
- Fixed an issue where outgoing emails could be rejected by the mail provider when the original sender's display name contained certain special characters.
- Fixed an issue where new contacts CC'd on inbound emails had their name set to the first part of their email address rather than their actual display name.
- Fixed an issue where approval email links were not clickable in Outlook and displayed incorrectly in some email clients. Approve and reject links now render correctly across all major email clients.
- Fixed an issue where some inbound emails were arriving with content missing from the ticket message, caused by emails with an unusually complex structure.
- Fixed an issue where some incoming emails were failing to create tickets due to an internal configuration error.

Apps & Integrations

- Fixed an issue where signing into the DocuSign app for the first time returned an error, preventing agents from completing the authentication and finishing the integration setup.

Agent Interface

- Fixed an issue where tables added to agent notes were very difficult to see because the table borders were a similar colour to the purple note

background.

- Fixed an issue where loading indicators were appearing in the wrong position in the agent interface instead of being centred within the relevant section.
- Fixed an issue where the field type filter in Admin > Ticket Structure > Fields returned no results for certain field types, including Select, Multi Line, Single Line, and Date and Time.
- Fixed a display issue where date and time input fields on some admin settings pages were collapsing and losing their correct layout after a recent update.

Reports & Search

- Fixed an issue where sorting report table results by ticket creation date did not produce results in the correct chronological order.
- Fixed an issue where the search indexer could fail to complete on help desks with a very large number of records.
- Improved search indexing speed on self-hosted installations where Elasticsearch was indexing documents more slowly than expected.

Snippets

- Fixed an issue where using a date Custom Field variable in a Snippet inserted the date one day earlier than the value shown on the ticket.

Inline Images

- Fixed an issue where inline images added to ticket messages and other areas of the product were being removed by a scheduled cleanup job, causing images to disappear from saved content.
- Fixed an issue where images added to Community posts were not being retained after saving, causing them to disappear from the post.

Authentication & Agents

- Fixed an issue where agent invitation links were expiring within 24 hours instead of the expected 5 days, preventing newly invited agents from completing their account setup.

- Fixed an error that prevented agents from setting up two-factor authentication (TOTP) when logging in for the first time with 2FA enabled.
- Fixed a regression where agents trying to reset their password via the forgotten password link received an 'expired or used' error immediately, preventing them from completing the reset.
- Fixed an issue where Round Robin was not assigning tickets to certain agents even when they were logged in and available.

Security

- Fixed a security vulnerability that could allow an agent with standard permissions to take over another user's account through a specific sequence of API requests.
- Fixed a security vulnerability in how authentication tokens were verified during login, and resolved a related compatibility issue that was causing token validation to fail on some instances.
- Fixed a security vulnerability in the OAuth login flow where a malformed request could redirect users to an untrusted website.
- Fixed a security vulnerability where agents without publishing permissions could publish Knowledge Base articles by modifying a request directly.
- Fixed a security vulnerability where non-admin agents could use the API to grant agent status to regular users without administrator approval.
- Fixed a security vulnerability where certain admin-only API endpoints could be accessed and modified by non-admin agents.
- Fixed a security vulnerability where agents without task permissions could read internal task comments via the API.
- Fixed a security vulnerability in the AI Trigger helper.
- Fixed a security vulnerability where any agent could access reporting API endpoints regardless of whether they had been granted reporting permissions, identified through a security audit.
- Fixed a security vulnerability where weak passwords that didn't meet the configured requirements could still be set by bypassing browser-side validation. Password strength is now enforced on the server as well.

- Applied security patches to resolve multiple high and medium-severity vulnerabilities in platform dependencies.
- Updated platform dependencies to address one critical and two high-severity security vulnerabilities.

Platform

- Upgraded the platform's core framework to maintain security support and compatibility ahead of the previous version reaching end of life.
- Updated the platform to the latest long-term support version of Node.js, ensuring continued security and performance improvements.
- Improved the performance of the API endpoint for help desks that call it frequently.
- Improved page load times in the agent interface by reducing the size of a third-party library bundled with the application.

Deskpro 2026.2.1

This release delivers fixes for Messenger, WhatsApp, and AI web crawling.

Messenger

- **Agent replies during connection loss now appear correctly.** Messages sent by an agent while the chat widget is offline are now shown to the user as soon as they reconnect.
- **Improved conversation reliability.** We refactored how Messenger handles conversations to prevent duplicate information from appearing.
- **Fixed unreadable tickets after a chatbot failure.** Resolved an issue where Messenger tickets could become unreadable if a chatbot chatflow failed.

WhatsApp

- **Correct handling of messages containing emojis.** WhatsApp messages that include emojis are now validated for length correctly, preventing valid messages from being incorrectly rejected.

AI

- **More resilient website crawling.** When the AI crawls a website for knowledge, it now skips malformed links (such as broken `mailto:` links) instead of stopping the entire crawl.