Deskpro 2020.1 Release

2020-04-16 - Grace Howlett - Σχόλια (0) - Deskpro Releases

We are pleased to announce the release of **Deskpro version 2020.1**. This includes a mixture of general improvements and bug fixes.

Improvements:

- CH-8554 Add permission to control whether agents can see user email addresses in the agent interface
- CH-11708 Improve validation of batch requests in API V2
- CH-10332 Add ability to set a ticket to unassigned through V2 API
- CH-11495 Enable SSL database connections
- CH-10836 Importer Improvement: Match Kayako Ticket Type to Categories
- CH-8675 Add optional assignment setting for Chat Round Robin routing
- CH-6153 Improvements to HTML parsing in emails
- CH-9776 Improvements to HTML parsing in emails
- CH-11002 Improve handling of network issues for Voice

Bug Fixes:

- CH-7712 Chat ratings can't be retrieved via the API
- CH-9634 If a ticket is updated via the API, the ticket creation system is changed to 'web.api'
- CH-11134 Fix the 'Keep Assignment' ticket reply behaviour
- CH-11493 Pusher is not set up properly when Deskpro is in a subdirectory
- CH-5787 Custom fields freeze if a required field is missed in agent interface
- CH-11641 Filtering tickets by a text custom field doesn't work if it's a numeric value
- CH-11415 Fix error "Call to a member function getAuthservId() on null"
- CH-11040 (Limit domains) User is able to login to portal using an invalid domain if a password reset email is sent from the helpdesk
- CH-11057 Fix the URL being used in the embed widget code
- CH-11419 Force using php_code from config.settings.php in DB usersource
- CH-9227 File upload ticket fields aren't displayed correctly on the contact form in IE 11
- CH-6625 Task not being created when date and time are set
- CH-10756 Limit scan in SubjectMatchDetector
- CH-9828 Increase timeout for dp:elastic:config command
- CH-6474 The timestamp for Chat on the portal isn't displaying correctly
- CH-9971 Field visibility in a form layout is being affected by settings for other department form layouts
- CH-10111 Set default value of "Built in field" Category is not displaying on "Contact Us" form (Portal side)
- CH-2935 Portal editor loading issues when impersonating a user
- CH-10665 Logout doesn't work for unsecure connections
- CH-10492 Fix error: Argument 1 passed to DeskPRO\Component\Util\Audio\Wav\IO::saveAudioToMemory() must be an instance of DeskPRO\Component\Util\Audio\Wav\AudioFile, null given
- CH-10377 Cannot create tickets on Android: Exception: 0 Child "person" does not exist
- CH-7714 When Timezone is set at EST date shown in reports will be off by one day
- CH-10122 CSV user importer removes characters that use an umlaut
- CH-9075 Snippet does not apply Agent Name when Used in Macro
- CH-10658 Some agents receiving Error 500 when accessing the agent interface
- CH-10498 Some Voice recordings get stuck in 'Processing' state within the ticket

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- CH-11850 Creating a new snippet led to agent name being removed from their profile

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- CH-12180 - Profile page loads blank when a user has validation errors

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Improvements:

- CH-13392 - Make sure all other forwarding calls are declined if one of the forwarding calls is answered
- CH-13096 - Kayako date_resolved mapping correctly
- CH-13098 - If an agent was disabled, the name is displayed as 'Unknown {id}' if trying to group a ticket list by 'agent'
- CH-11775 - Set max limit for mass actions
- CH-12032 - Disable lock from email Runner
- CH-13036 - Kayako attachment migration script

Bug Fixes:

- CH-13475 - Upload with a file too large does not show the limit and suffix
- CH-11009 - Incorrect color of "Login" button is displaying on "User Portal Screen" (IE-11)
- CH-11047 - "Choose files" field is displaying broken on "Contact Us" form (IE-11)
- CH-12262 - Escalation removing attachments issue
- CH-6706 - If the Approval template allows agents to choose from 'All Agents', some agents aren't accessible in the drop-down list.
- CH-11497 - Exception: 0 Error parsing DPQL statement at line 1 (got SELECT)
- CH-12616 - Token Leakage via Referer
- CH-11096 - (Limit domains) Prevent links to the portal being included in emails sent to users with a non-whitelisted email domain
- CH-11877 - Replies aren't being matched via Subject Matching as expected
- CH-12093 - Image links don't get updated when running Kayako import
- CH-11960 - Display news posts from 'Release Announcements' category in Admin Dashboard news feed
- CH-12055 - Ticket reply button issues with "Pending" status
- CH-10277 - Agent names don't show in Top Agents widget in Built-in Dashboard
- CH-10014 - 'Value' Variable does not work
- CH-12246 - Duplicate attachments in agent emails
- CH-12502 - Ticket search fix
- CH-9636 - Expose table organization2usergroups to DPQL
- CH-13089 - Error: Trying to access array offset on value of type null
- CH-13056 - Fix pagination in /api/v2/tickets
- CH-13144 - Guide server error when creating a subtopic

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Bug Fixes:

- CH-4232 - Replies to tickets forwarded out of the helpdesk now create a new ticket.
- CH-10330 - Attached files are now being sent when forwarding as a new linked ticket.
- CH-13310 - Smart Fields now retrieve date from CRM Organizations.
- CH-13561 - Tasks no longer fail to create if the time the task is due is set.
- CH-13772 - Emails sent to multiple department emails create separate tickets per department.
- CH-14455 - When the 'Limit registration and login' portal setting is enabled, the 'Set Password' CRM function is now hidden for Users with a non-whitelisted email domain.
- CH-14038 - Community browser notifications are now working and no longer cause a 500 error when adding a new Comunity topic via the portal.
- CH-13841 - Prevent exceptions from being listed in the error logs when an invalid route is attempted to be used when customizing portal templates.
- CH-13449 - Force the date_ended property to be set after a Voice call ends.
- CH-14348 - Blobs no longer process infinitely if missing 'storage_loc'.

- CH-13727 - Ignore agent timezone offset when using /api/v2/tasks.
- CH-14395 - Ensure the correct agent/user context is used for the first message when creating a new ticket via the API.
- CH-13375 - User Chat attachments and satisfaction ratings added to APIv2.
- CH-13498 - <p> tags are no longer replaced by <div> in ticket messages created through the legacy API.
- CH-13499 - Ensure the TicketDeleted record is set when deleting tickets through /api/v2/mass_action/tickets.
- CH-13691 - Ensure the TicketDeleted reason does not disappear from deleted tickets.
- CH-8468 - "Exception: 0 Unknown reply action_no reply" error fixed.
- CH-14032 - "Call to a member function getEmailAddresses() on null" error fixed.
- CH-13825 - Registration rate limit now applies to 'resend' email validation.
- CH-11548 - Added validation to check for missing 'id' field value when testing JWT.
- CH-14526 - Fix cases of temporary blobs not being cleaned up, or some blobs not being unset as temporary and being cleaned up erroneously.
- CH-14609 - Invalidate all password reset tokens after a password reset.
- CH-14655 - Prevent submitting new ticket form if a pasted image is being uploaded in the background.

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- This minor update included fixes for internal error notices.

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- CH-15483 - API issue causing iOS app to crash