Deskpro Release 2025.4

2025-07-28 - Lara Proud - [Comments (0)](#) - [Deskpro Releases](#)

Introducing 2025.4!

This release brings powerful new ways to support your users and streamline internal workflows. With smarter Slack interactions, expanded channel options, and enhanced integrations with Aircall, ClickUp, HubSpot, and Salesforce. Deskpro version 2025.4 is packed with updates to help your team work faster and communicate better.

So, what's new in 2025.4? 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:

- **[Channels](#)**

  - **New Channels & Submission Options:** Users can submit tickets via Slack (no login needed) and through customizable chat widget forms.

  - **AI Slackbot for Agents:** Agents can get instant answers from Deskpro AI directly in Slack.

  - **Expanded Auto-Translation:** Now available across Email, SMS, WhatsApp, Instagram, and Facebook, with real-time translation indicators and dual-language message display.

- **[Apps & Integrations](#)**

  - **Aircall Integration:** Make and receive calls directly within Deskpro using Aircall.

  - **ClickUp Enhancements:** Manage task relationships (e.g. related to, blocked by) from the app for better tracking.

  - **HubSpot Improvements:** Log replies/notes to contact records and see clearer activity outcomes.

For more detail keep reading below.

Channels

Use Deskpro AI directly in Slack

You can now get instant, AI-powered answers inside Slack using your existing Deskpro content. Once the Slack app is installed and you're signed in, just use `/deskpro ai [your question]` or the **"Answer with AI"** shortcut to generate quick replies in-thread.

Perfect for handling FAQs, team support, and speeding up Slack conversations - no need to switch tabs or dig through help center articles.

Note: This feature requires your Deskpro instance to be connected to Deskpro AI. Learn how to set it up.

Learn more about using AI in Slack

Allow Users to raise Slack Tickets

Users without a Deskpro account can now submit tickets from Slack channels, helping teams capture internal requests without needing additional logins.
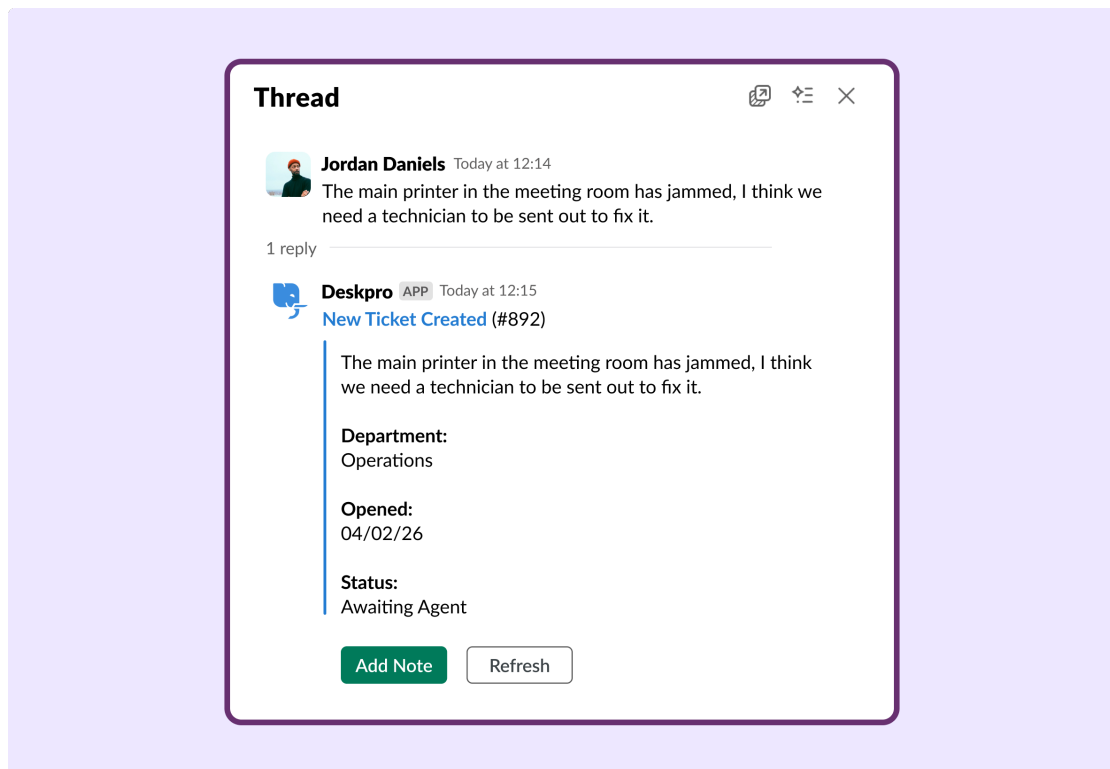
Agents control setup, routing, and ticket creation options, making it easier to capture internal requests in real time.

Let users submit tickets via a form on your chat widget

Allow users to submit tickets directly from the chat widget, complete with flexible fields and routing to the correct departments or teams.
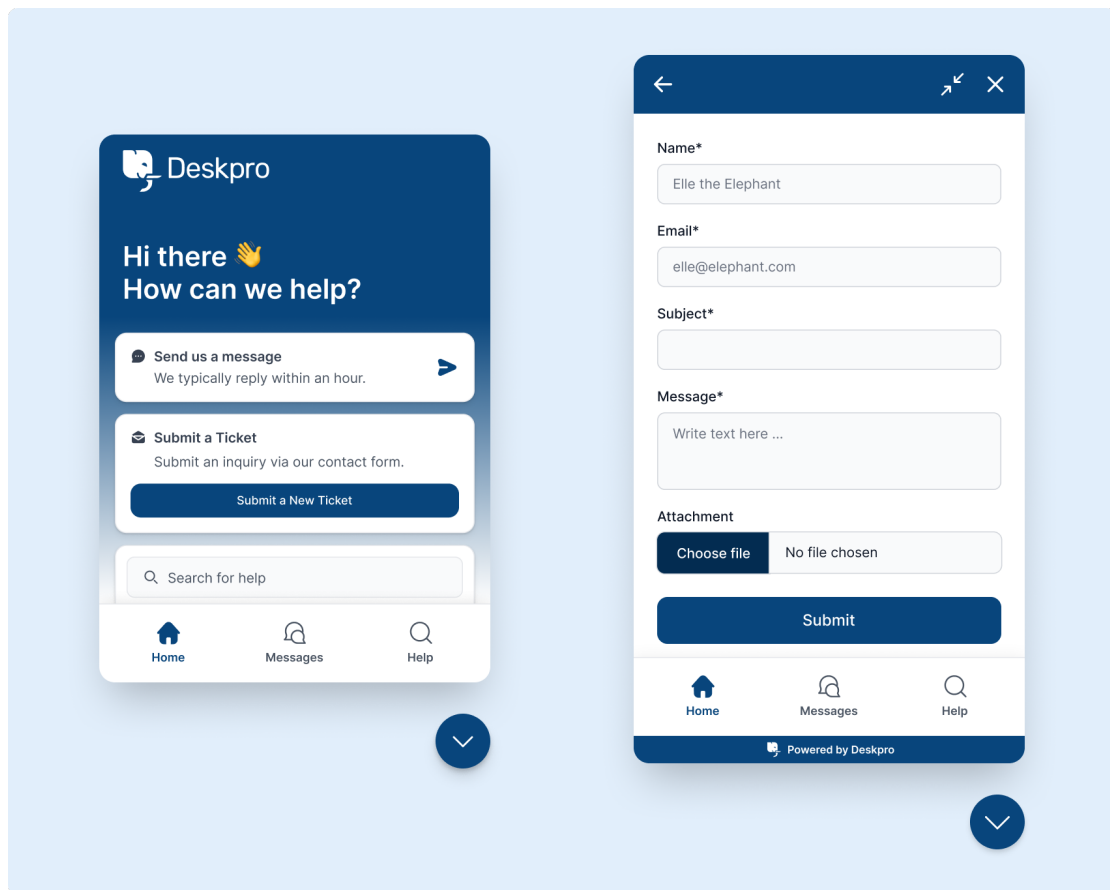
Auto-translation expanded across more channels

Auto-translation via Azure AI is now available across Email, SMS, WhatsApp, Instagram, and Facebook, providing seamless multilingual communication for both agents and users.

- A visual indicator now shows when translation is in progress

- Both the original and translated messages appear in the thread for clarity

Get started with instant translation, set up Azure Translation.

Polish & Fixes 🪄

- Configure fallback actions when passing chats to an agent. When no agents are online or available, you can either route users to follow-on steps like forms or bot messages, or set a max wait time before a fallback is triggered. If disabled, the chat will progress and create a ticket.

- Fixed users being allowed to upload files outside of the extension types specified in the configuration via the Chat widget.

- Fixed WhatsApp number registration errors not displaying for Admins in the account.

- Fixed Legacy Chat not correctly appearing as enabled in the Admin interface.

- Fixed issue with Facebook messages not sending.

- Fixed the issue where the Chat widget did not update its language based on the user's locale settings.

- Fixed an issue blocking Cloud accounts on the Enterprise plan from accessing Deskpro managed voice.

- Fixed an issue with users not being connected when a call is accepted, when the ring period times out.

- Fixed being unable to update usergroup settings on Chat departments.

- Fixed inconsistent authentication errors for Self-Hosted accounts using the Deskpro app in Microsoft Teams.

Apps & Integrations 🔌

Connect Aircall to Deskpro for simple phone support

Use Aircall from inside Deskpro, place and receive calls from within your workspace. Bring your Aircall phone support into Deskpro, allow agents to manage phone conversations without ever leaving the help desk.
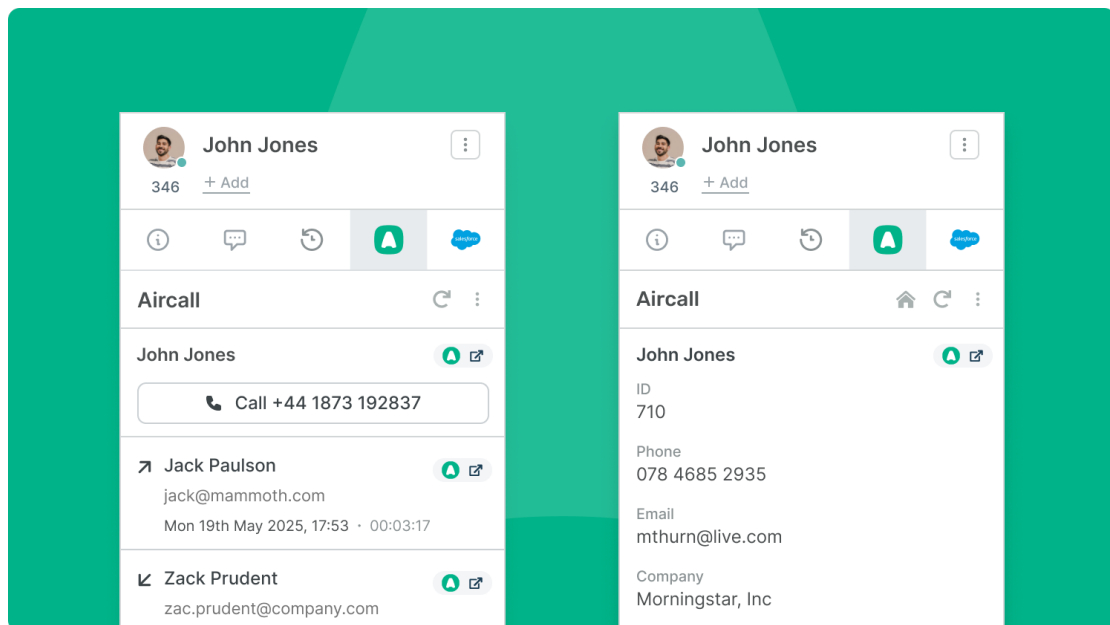
With Aircall in Deskpro your agents will be able to:

- **Make & Receive Calls:** Agents can place and answer Aircall calls directly within the Deskpro interface—no need to switch between apps.

- **View Call History:** See recent call activity and logs tied to the user or ticket, providing instant context for better support.

- **Automatic Ticket Logging:** Aircall calls can be automatically logged as Deskpro tickets, making it easy to track and follow up.

- **Caller Identification:** Instantly identify the customer when they call, surfacing their profile and ticket

history in real time.

- **Unified Workspace:** Combine voice and help desk workflows into one platform for more focused, efficient customer interactions.

Polish & Fixes

- View and manage task relationships within the ClickUp app—set tasks as related to, blocked by, or duplicates of one another for better project tracking.

- Updated the HubSpot activity detail fields to provide a more relevant overview of call and email outcomes.

- Updated default linked objects in the Salesforce app to surface more relevant information for Organizations.

- Fixed Deskpro tickets displaying as an external link when connected to Jira issues.

- Fixed activities owned by other agents are not displaying in the Pipedrive app.

- Fixed the open in new tab option on the activities page in the HubSpot app.

- Fixed the Salesforce CRM Sync for custom fields that have agent validation enabled.

- Fixed URLs in the app guides not opening in a new tab when clicked.

Fixes & Improvements

Agent Interface

- Optimized custom field loading for improved performance.

- Optimized Queue and List loading performance.

- Fixed agents not being able to access the reply box on a ticket where a number is withheld.

- Fixed agents not being able to collapse the ticket properties.

- Fixed the ticket action dropdown not being visible when working on small screens.

- Fixed some label colors not displaying.

- Fixed labels that are applied via the API are not displayed in the agent interface.

- Fixed the name of CC'd users not displaying in full on the ticket message.

- Fixed agents being able to perform mass actions on tickets with hidden required fields.

- Fixed the chat and voice settings not closing when clicking off them.

- Fixed hotlinked images not being replaced with placeholders, causing them to break after link expiry; they are now correctly converted for persistent display.

- Fixed allowing agents to create a user on a ticket without requiring access to the CRM module.

- Fixed "There has been an unexpected error." message incorrectly displaying when agents log out of a workspace.

Tickets, Automations & SLAs

- Improved agent timeout handling to more promptly mark agents as offline when logging out or closing Deskpro, preventing further Round Robin ticket assignment.

- Fixed Round Robins assigning tickets to the next agent in the queue when optional assignment is enabled.

- Fixed some attachment types not being accepted as file uploads in the reply box.

- Fixed the statistic for the first reply SLA in Reports.

- Fixed editing and deleting sub-statuses.

- Fixed SLA timer inconsistency by starting SLA timing from the split ticket's creation.

- Fixed the date of last reply not being set when a message is added via a trigger.

- Fixed how Queue data is measured for more accurate counts.

Mobile App

- Fixed notifications not being dismissed when an item is viewed on the mobile app.

- Fixed an issue where tapping a ticket notification in the mobile app opened the last viewed ticket instead of the correct one.

Admin & Configuration

- Fixed access to the Billing page not working if a license isn't associated with the account.

- Fixed editing the order of tasks on Recurring Tickets from the Admin interface.

- Fixed English phrases in the Admin interface for improved clarity.

- Fixed the linked app field, blocking Admins from opening the menu in the Admin interface.

- Fixed the Sentiment Detection field not being created when the feature is enabled in the Admin interface.

Help Center

- Fixed searching on the category dropdown when assigning a category to Help Center items via the breadcrumbs.

- Fixed the order in which News Categories display on the Help Center to respect the order set in the Agent interface.

Search, Snippets & Navigation

- Fixed snippet search not returning snippets that are in a category.

- Fixed Volumes and Chapters being displayed in the global search to make it easier to find the relevant guide pages.

- Fixed using the global search for users whose names contain a hyphen (-).

Email & Notifications

- Fixed an issue with outbound emails failing to send when the inbound message is a duplicate.

- Fixed stats on a dashboard displaying intermittently in scheduled emails.

APIs & Webhooks

- Fixed the 1 January 1970 being displayed as a null value in API requests for date custom fields.

- Fixed an issue preventing Twig from extracting values from webhook fields with dots in their names.

- Fixed the add to organization automation for authentication via SAML to avoid a duplicate organization being created.

Authentication & Logs

- Improved password redaction in agent logs to enhance security.

- Fixed inconsistent logout behavior with Single Logout (SLO) functionality.

- Fixed usersource sync issues by correcting custom field updates, adding batching to prevent memory overload, and resolving a type mismatch causing slow performance.

- Fixed the date of last login not being updated in the agent login logs.

- Fixed an issue causing the User Authentication & SSO admin page to fail to load when a misconfigured source was present.

User Permissions & Access

- Fixed users being able to reopen resolved tickets if their permissions prevented ticket reopening.

- Fixed authentication via SAML for Help Center brands, so users are directed to the desired page after logging in.

Patch release 2025.4.8

This patch version was made available to cloud customers on **20th August 2025** and available for self-hosted customers on **21st August 2025**.

It contains several fixes identified during pre-release testing and improvements to messenger channel reliability under high load conditions.

Patch release 2025.4.9

This patch version was made available to cloud and self-hosted customers on **26th August 2025**.

It resolves an internal issue with excessive log generation.

Patch release 2025.4.15

This patch version was released on **10 September 2025** for both cloud and self-hosted customers.

It fixes an edge-case issue with outbound SMS messaging, update to an internally used tool and includes a data migration to correct affected historical records for a particular customer.

Related Content

- [Microsoft Azure Translation for Channels](#)
- [Submit a Ticket Card](#)
- [Allow Users to Create Tickets from Slack](#)
- [Using Deskpro AI in Slack](#)
- [Translating Tickets](#)