Deskpro for iOS v2.0

2017-09-21 - Benedict Sycamore - Comments (0) - Release Announcements

We’re delighted to announce the release of the Deskpro iOS app v2.0

We’ve worked on developing significant improvements to the app, so existing Deskpro users on iOS mobile devices can effortlessly and simply manage customer relationships on-the-go.

You can find more information on the features and capabilities of our iOS app here.

To download the Deskpro app on an iOS mobile device, visit the iTunes store.

We hope you enjoy using the app, and look forward to receiving your feedback about how we can better help you manage your customer interactions.

If you’d like the details, here are the features, improvements and bug fixes included in the iOS app v2.0:

Features

- Magic link can be sent to email to enable quick login for agents with long passwords
- Users can now log in to multiple helpdesks
- Redesigned login screen

Improvements

- Improved design of the ‘More’ menu
- Switching between ticket replies and tickets now easier
- App icon updated to reflect Deskpro’s new brand
- Viewing the app in landscape on iPad improved
- iPad touch targets now improved
- Login form now supported by CAPTCHA if this is enabled by the admin

- ‘Switch’ & ‘Logout’ options now available from ‘About’, ‘Help’ and ‘Tutorial’
- Protocol now displayed alongside domain on login page
- Force Touch shortcuts restored
- External authorisation process when logging in improved
- URL validation now improved
- Keyboard on ticket screen now more dynamic

Bug Fixes

- App no longer logs users out unless specified
- Bug causing the app to crash whilst viewing tickets fixed
- Editing certain properties on tickets no longer affects others unless specified
- URLs now working correctly when input by user
- Status bar now displayed correctly
- Label criteria now displayed alphabetically
- Line breaks working correctly when replying to tickets
- Line breaks working correctly when editing signatures
- Opening Deskpro helpdesk links in browser now correctly opens the Deskpro app
- Shortcodes in Snippets now working correctly
- Adding followers now working correctly
- Inserting Snippets into ticket replies no longer removes agent signature
- Adding labels no longer disrupts ‘reply’ or ‘add note’ functions in tickets
- Ticket list now loading correctly
- Custom and default ticket fields now working correctly
- URL now displayed correctly after logging out