

Deskpro Release 2024.46

2024-11-15 - Lara Proud - Comments (0) - Release Announcements

We are thrilled to announce the release of Deskpro version 2024.46, featuring innovative new tools, enhanced product functionality, and key bug fixes. Below is a comprehensive look at everything new and improved.

New Features

The new features in this release build upon our existing AI suite to make these tools even more useful for your team. The key enhancement is the new AI Data Sources function, which allows you to fully leverage the other components of the AI suite.

[AI Data Sources](#)

Unlock the full potential of Deskpro AI with our new feature that leverages existing Help Center content to fuel AI-powered responses, reducing the need for additional training data and streamlining the setup process. This feature ensures consistent branding, tone, and messaging across all AI interactions, enabling your team to produce personalized, human-like responses in seconds.



To get started, simply navigate to **AI > AI Setup & Logs > AI Data Sources** and follow the easy setup process. You can also refer to the [AI Guide](#).

[Suggested Ticket Reply](#)

Save agents time and enhance the user experience with our AI-powered Suggested Ticket Reply feature. This feature analyzes your configured data source to suggest draft ticket replies in seconds, allowing agents to:



Agents just click the purple pencil icon in the ticket reply box to instantly generate responses based on the user's reply and the bank of information you provide through your Data Sources.

[AI Chatbot](#)

Introducing the enhanced AI Chatbot in Deskpro, designed to revolutionize your customer support experience. This intelligent feature now understands customer inquiries, efficiently searches your Help Center for relevant articles, and delivers accurate answers based on that content.



With the AI Chatbot, you can:

- Minimize inaccuracies, misleading information, and off-topic responses
- Provide timely and precise responses that reinforce trust and satisfaction
- Streamline support interactions and focus on complex issues

The AI Chatbot also features processing indicators, ensuring that users are informed and reassured that a response is incoming. Embrace the future of customer engagement with Deskpro's AI Chatbot.

To configure your AI Chatbot, take a look at the [Guide](#).

☐ [Messenger AI Search](#)

Introducing AI Search, a game-changing feature that empowers your Messenger to deliver personalized Help Center content to customers.



AI Search understands customer inquiries, searches your Help Center for relevant articles, and returns relevant content for customers to read. Add AI Search to your Messenger chatflow and transform your customer support experience.

For setup instructions, you can consult the [AI Search Guide](#).

Latest Improvements

Below are the improvements and polish made to several different areas of the help desk to enhance existing functionality and improve performance.

Apps

- ☐ Optimized our custom app files for faster load times and better user experience (SC 151440).
- ☐ Improved the Shopify app to better inform customers of configuration issues (SC 166062).
- ☐ Self-hosted customers can now see the outbound API endpoints needed for app functionality in Admin (SC 129801).
- ☐ Agents can now lock Global Apps to the sidebar for easier access (SC 85165).
- ☐ Added custom field mapping support for contacts and deals in the Hubspot app (SC 122828).

Chatflows

- ☐ Improved validation errors in Chatflow interactions to improve clarity when building interactions (SC 167191).

- Interactions that set properties on User Profiles have been grouped under **User Properties** in the Chatflow editor (SC 159125).
- Asking users for their address or phone number in Chatflows can now automatically update their Profile when using **Full Address** and **Phone Number** interactions, respectively (SC 165286).
- Added Yes/No interaction for posing yes or no questions to users (SC 162837).
- The Help Center content node can now be configured to display as a carousel (SC 163842).
- Added an Image Response to chatflows so your Bot can display an image or gif to a user (SC 155755).

Messenger

- Added a Messenger Log to allow Admins to track chat activity easily (SC 163859).
- Adjusted conversation routing logic to check an agent's activity status (SC 160832).
- Enabled device's native date picker for mobile Messenger users (SC 163006).
- Optimized WebSocket connections and the Messenger-API logging for better performance (SC 161525 & 166301).

Assorted

- Admins can now configure the Email Threading feature, to thread emails: (SC 163093).
 - Received by the same email account
 - Received by any email account
 - Received by specific email accounts
- Improved handling of inline images and attachment blob permalinks when creating or updating articles (SC 139002).
- Added support for Accordions in Knowledge Base Articles when using the HTML Editor (SC 123571).
- Enhanced the help desk URL structure for more meaningful links, for example, **/app/tickets/queues** or **/app/crm/agents** (SC 48022).
- Enabled sorting of Community Topics, News Posts, and Files by Title (SC 162942).
- Added a Workforce Management section to the admin navigation for easier feature discovery (SC 161763).
- The AI summary feature can now summarize social channel messages (SC 162948).
- Removed formatting from AI requests to improve token efficiency (SC 152428).
- Agents can now choose to show or hide empty fields when viewing community topics (SC

130698).

□ Enabled a default set of permissions for Lite Agents to simplify creating additional Lite Agents in the help desk (SC 165659).

Bug Fixes

We have made the following fixes across the various workspaces to improve the overall performance and functionality for your teams.

Apps

□ Fixed messages added via the Slack integration incorrectly being attributed to Email; now they are correctly attributed to Slack (SC 159908).

□ Resolved inaccessible dropdowns in the Harvest field mapping menu (SC 164818).

□ Fixed the app framework so agents cannot access apps when a task is being performed (SC 164907).

□ Fixed an issue where apps were not initially loading when viewed on a ticket (SC 165917).

□ Corrected app actions in the ticket action menu that led to a blank form (SC 163841).

□ Fixed the Field mapping model for the Salesforce app (SC 164792).

Chatflows

□ Fixed Full Address interactions to prevent blocking user progression in chatflows (SC 164578 & SC 165724).

□ Fixed File upload interactions to prevent blocking user progression in chatflows (SC 165726).

□ Fixed overflow behavior in the Chatflow Editor header (SC 164760).

□ Updated choice node lines to accurately reflect reordered options in the node (SC 167396).

Messenger

□ Fixed the placement of proactive chat trigger horizontal scroll on Help Center (SC 164733).

□ Fixed the issue of the agent typing indicator showing when the agent is not typing (SC 165251).

□ Tidied the date formatting in the messenger widget and ticket conversation views (SC 166556).

□ Fixed the problem of the Ticket owner not being updated when an anonymous user logs in after starting a conversation (SC 164243, SC 153377).

□ Fixed the issue of logged-in users being unable to see content they have permission to

view on the Messenger Widget (SC 166951).

□ Fixed the auto-scrolling behavior so if an agent sends a long message to a user when subsequent messages are added the widget will automatically scroll to show the latest messages (SC 165974).

□ Fixed the Help Center Search in the Messenger widget, so users can now search content in the Messenger Widget (SC 166403).

□ Given Messenger has been configured to require a JWT token for a user to access it, so when users log out they will no longer be able to access Messenger (SC 163695).

□ Ensure usergroup permissions get enforced so users cannot access the content they lacked permission to view via Messenger (SC 164974).

□ Fixed assignment of tickets and users created by Messenger to the correct brand (SC 166591).

□ Corrected display of quote text in Messenger messages on tickets (SC 162965).

Publish

□ Improved validation on hotlink URLs for Files to accept HTTPS, HTTP, FTP & File (SC 154205).

□ Enabled restoration of Help Center Files with previous revisions viewable and restorable (SC 154755).

□ Resolved issue of Category field displaying as unset for Files added to new categories (SC 105440).

□ Fixed drag and drop of Guide Volumes, Chapters, and Pages to set display order in the Help Center (SC 164084).

□ Ensured KB article revision restoration includes inline images and attachments (SC 148760).

□ Updated Article editor to allow up to 3 attachment uploads simultaneously (SC 119193).

□ Improved display of Community Topic Comments to use the available horizontal space (SC 107113).

□ Resolved the issue of a Guide page briefly showing an error state when publishing a draft page (SC 99514).

Help Center

□ Fixed decoding of HTML entities before indexing to prevent diacritics from blocking search results (SC 164828).

□ Resolved Community notifications to inform subscribed users of approved Topics and Comments (SC 161986).

- Fixed inline images not displaying after brand URL changes in the Help Center (SC 127451).
- Corrected un-indexing of unpublished Help Center content to prevent search visibility (SC 164502).
- Adjusted the Contact Us form to not suggest articles when Ticket deflection is disabled (SC 165420).
- Resolved an issue preventing some organization managers from unsubscribing from automatic ticket additions (SC 166389).

Email

- Ensured saving of Gmail and Office365 incoming email credentials when using different outbound mail accounts (SC 160055).
- Fixed email ingestion from Microsoft Exchange accounts affected by unread meeting requests (SC 146889).

Social

- Resolved Facebook page authentication issues (SC 167313).
- Stopped intermittent cowbell sound playing when agents load the help desk (SC 164226).

Tickets

- Ensured all Ticket field values were updated when macros updated multiple fields at once (SC 163355).
- Fixed Language field display on Tickets when only one language pack is installed (SC 164820).
- Resolved incorrect listing of outbound social channel messages in Ticket History, attributing them to the correct agent (SC 165874).
- Enhanced Ticket Kanban functionality to allow agents to drag tickets between columns when grouped by an editable single select property (SC 161764).
- Fixed intermittent display issue of the Check Agent Note Trigger criteria due to unsupported 'exists' operator (SC 161851).
- Corrected tooltip alignment in the More Actions menu on Tickets (SC 164620).
- Addressed the issue of users without emails not being returned when setting a Ticket owner or CC (SC 165528).
- Resolved issue of users without emails not being returned when searching for a user to set as Ticket owner or CC (SC 165528).
- Fixed the Required on Resolution popup to allow form submission once a required toggle field is enabled (SC 160589).

- Improved drag and drop functionality to allow multiple image insertions into the ticket reply box (SC 149472).
- Standardized background color to purple when agents edit a note (SC 147955).
- Fixed the unclickable Subject input after scrolling messages in the Split Ticket modal (SC 144852).
- Resolved Date and Date & Time fields displaying full UTC timestamp when a ticket is opened (SC 143512).
- Enlarged the shortcode menu in the reply box to fully display Snippet shortcodes for agents (SC 156581).

Admin

- Added validation to the SLA form to inform admins that Warn and Fail times cannot be decimal numbers (SC 156978).
- Fixed issue preventing SVG and ICO files from being used for the Brand's Logo and Favicon (SC 150603).
- Updated the Admin Ticket Triggers table to allow the selection of a sub-row without affecting all siblings (SC 104601).
- Prevented the creation of automations with invalid configurations by stopping the selection of Parent Departments in Triggers, Escalations, and SLAs (SC 161054).
- Corrected misleading wording in the SLA drawer help text (SC 166181).
- Aligned the language column in the Snippet Table to the left (SC 148354).
- Corrected the name of the "Disable Certificate Validation" setting in the Call Webhook Action of Triggers, Escalations, and SLAs (SC 166406).
- Enhanced bulk agent addition to display a success message when multiple agents are added successfully (SC 160434).
- Fixed the Ticket Preview so it correctly displays who added the message (SC 160776).

Auth

- Increased the refresh token lifetime to reduce occurrences of agents being logged out after inactivity (SC 166337).
- Fixed SSO login to prevent agents from being logged out overnight (SC 122292).

CRM

- Fixed the mandatory External Unique Key field not showing as mandatory on user profiles (SC 167450).
- Adjusted layout of contact information on User and Organisation profiles to ensure access

to the delete button when contact information overflows (SC 167307).

Assorted

- The text color selector will no longer get cut off when editing agent signatures (SC 113915).
- Fixed the passing of license feature overrides on cloud instances (SC 167275).
- Resolved the issue preventing the snippets app from opening in the Deskpro mobile app (SC 159868).
- Ensured images align with text when inserted into an editor (SC 152085).
- Fixed an issue with loading the AI Logs page when over 50k entries (SC 167273).
- Fixed disappearance of page navigation buttons from Tables in a Reports Dashboard (SC 164127).