



[News](#) > [Deskpro Releases](#) > [Deskpro Release 2025.6](#)

# Deskpro Release 2025.6

2025-12-02 - Lara Proud - [Comments \(0\)](#) - [Deskpro Releases](#)

## Introducing Deskpro 2025.6!

Deskpro 2025.6 delivers a fresh round of improvements designed to enhance the performance, reliability, and flexibility of your help desk.

This release includes upgrades across AI, messaging, chatflows, collaboration, and system stability — all focused on helping your teams work faster and deliver an even better support experience.

So, what's new in 2025.6? 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:

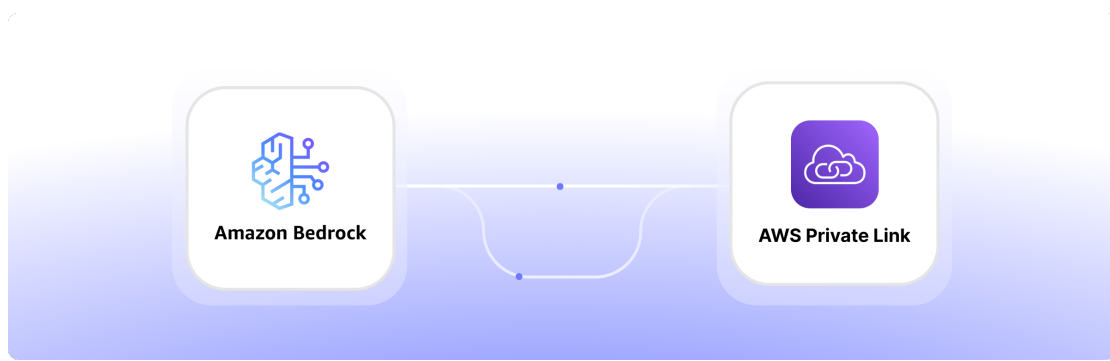
- [Deskpro AI](#) - New Public & Private AI providers, upgraded OpenAI and Azure OpenAI models, chat-based reply suggestion interface, and provide feedback on Deskpro AI features in product.
- [Channels](#) - Build a WhatsApp Chatbot for automated service interactions, let users end Chat conversations and download transcripts.
- [Tickets](#) - Add or remove all team members as ticket followers in one click

## Deskpro AI

### Private AI

Deploy Deskpro AI within your own infrastructure or enterprise cloud environments. Private AI ensures that all model execution happens inside your trusted environment so sensitive data never leaves your systems. Deskpro Private AI enables you to:

- Meet strict security, governance, or regulatory requirements
- Run internal, self-hosted, or on-premises models
- Maintain full data sovereignty
- Use providers like [AWS Bedrock inside your own VPC or private network](#), including via PrivateLink

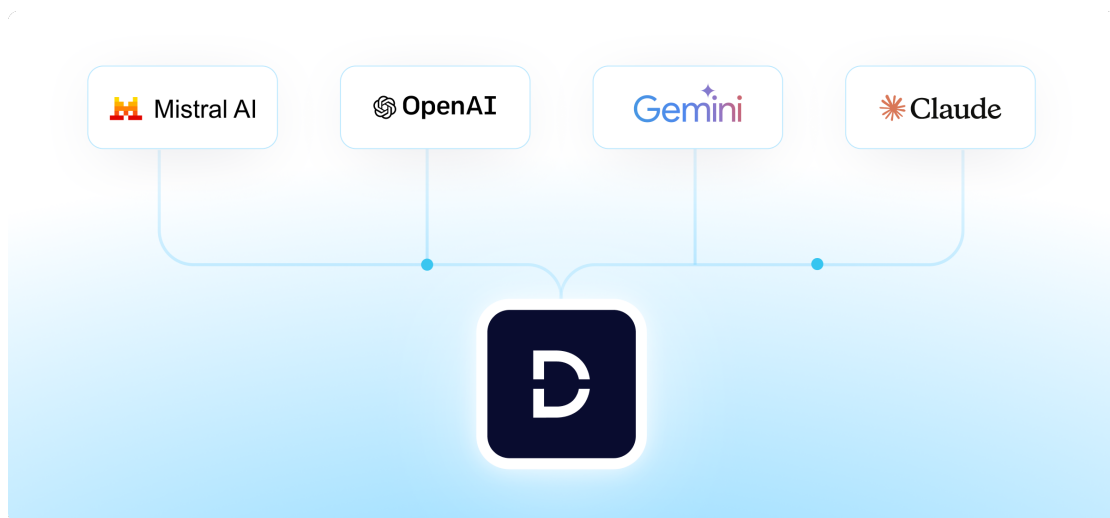


Private AI offers the full power of Deskpro AI, suggested replies, summaries, knowledge article creation, and data sources, while giving you complete control over where and how your data is processed.

## New Public AI Providers

We've expanded Deskpro's support for AI providers with Google Gemini, Mistral AI, and Anthropic Claude, giving you the choice whichever AI provider works for your organization. In addition to this, Deskpro has introduced:

- **AWS Bedrock** support for public AI providers
- **Expanded OpenAI support**, including the latest GPT-4 and GPT-5 models
- **Updated Azure OpenAI compatibility**, ensuring access to the newest model families

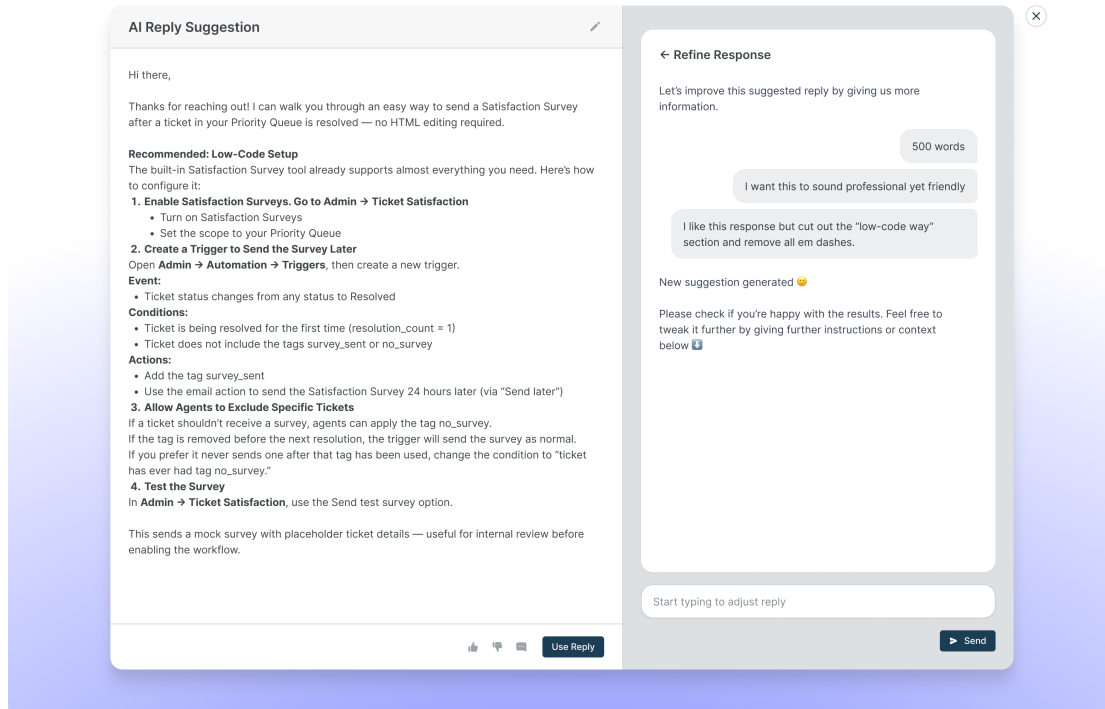


These options let your teams use the latest LLMs; whether you connect your own AI provider through **Bring Your Own AI**, or use **Deskpro-managed AI** for instant setup.

## **Suggest Reply Improvements Agent Assistant**

Our new Agent Assistant lets you refine the prompts used to create suggested responses and save them as reusable Contexts. Create as many as you like, keep them private, or share them with your team.

When using Suggest Reply, any draft text or snippets you've added to the ticket automatically appear in the Content window. Simply choose an existing Context or create a new one to guide the AI.



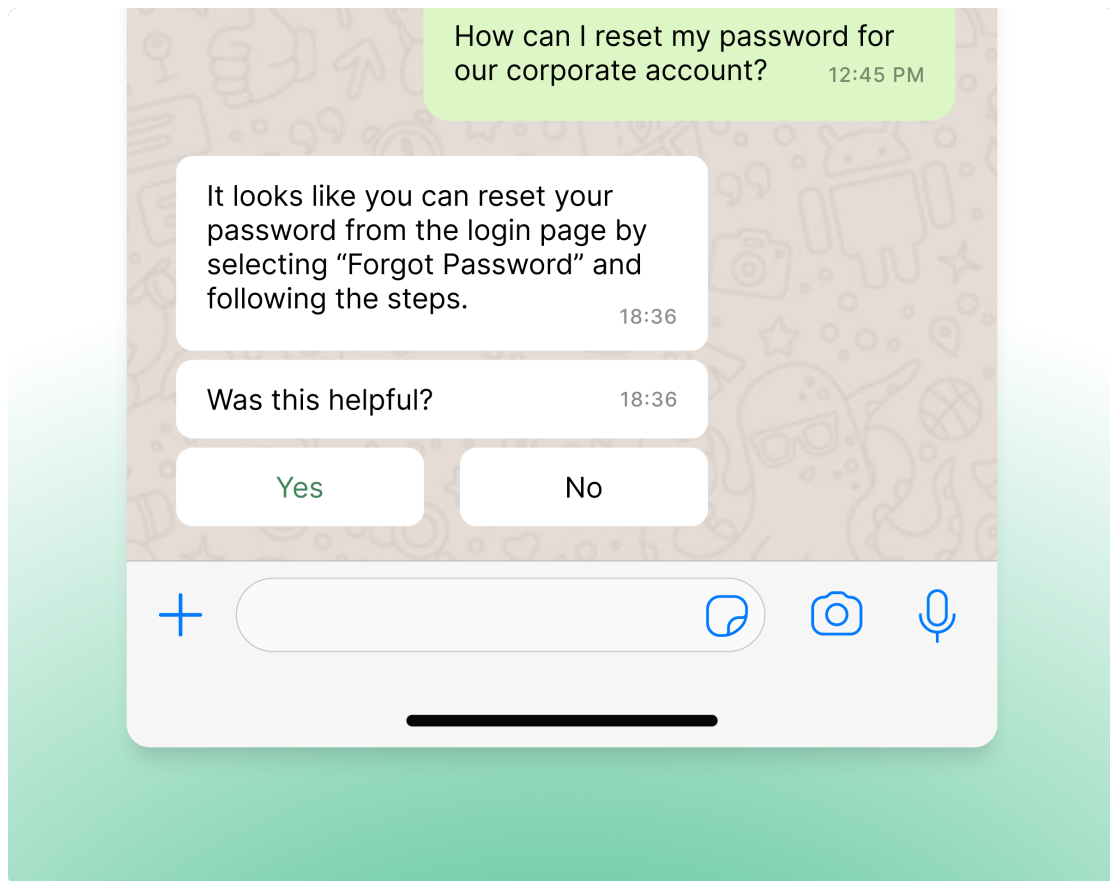
After generating a reply, you can continue refining it with additional instructions. Each version is saved as its own page, making it easy to review, compare, and iterate until the response is perfect.

For more information, see the [AI Suggest Reply](#) guide.

## Channels

### [Build your own WhatsApp Chatbot](#)

You can now use Chatflows to power automated chatbot experiences directly in your WhatsApp support channel.



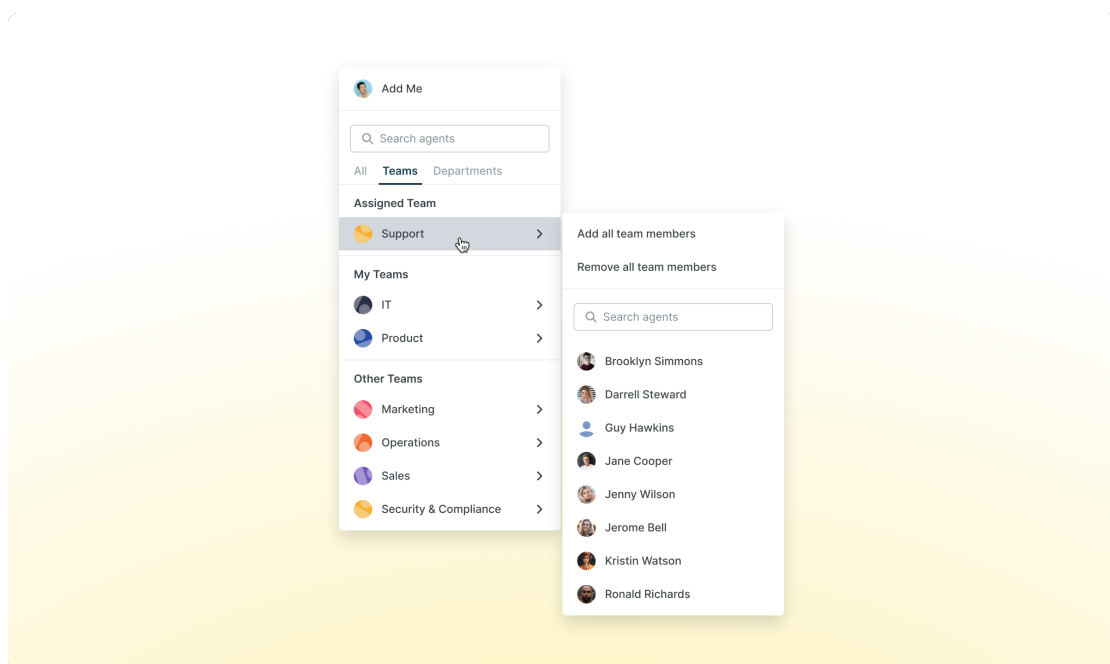
Build custom flows that answer common questions, collect information, and route customers before an agent steps in — all using the same visual Chatflows builder you already know.

Deliver fast, consistent, and automated support to WhatsApp while reducing agent workload. Check out [the guide](#) to get started with your first WhatsApp chatflow.

## Tickets

### Add All Team Members as Ticket Followers

You can now add your entire team as ticket followers with a single action, making it easier to keep everyone informed and up to date.



This helps streamline collaboration and ensures no one misses important updates. For more detail see the [Agent Guide](#).

## Polish & Fixes

- Improved AI Data Sources with scheduled scraping (specific times/days), plus configurable page limits.
- Quickly share feedback on Deskpro's AI features. Use the thumbs up/down icons to rate usefulness, or click the comment icon to submit a short CSAT form. Available across: AI Insights, Suggest Reply, Ticket Summary, and Knowledge Base Article creation. Your feedback helps us improve Deskpro's AI tools.
- Fixed an issue where snippet translations could not be inserted.
- Fixed an issue where custom criteria for ticket fields did not display correctly when controlled by a toggle field.
- Fixed missing error messaging when saving a custom field with a duplicate alias.
- Fixed an issue where Send Channel Message actions in escalations were not working correctly.
- Fixed an issue where disabling "attachments from previous messages" caused inline images to render incorrectly.
- Fixed an issue where the "Disable attachments from previous messages" setting caused attachments to display in the UI but not send in outbound email.
- Fixed an issue where agents could not CC a user's secondary email address when their primary email matched the agent.
- Added a missing Close/OK button after testing email configuration.
- Fixed an issue where SLAs did not recognise holidays created for the same day in vacation sets.

- Improved error validation when configuring business hours.
- Fixed an issue where the AI Sentiment Analysis on New Ticket trigger was not saving its criteria correctly.
- Fixed an issue where “My Team’s” queue did not update based on the active team.
- Fixed an issue where the first section of a call was not appearing in the associated ticket.
- Fixed inaccurate API rate limiting, which failed to correctly enforce user-level or global limits.
- Fixed labels added via API are not displaying in the UI for Home Office accounts.
- Fixed external unique key validation in CRM via API.
- Fixed invalid request header issues preventing agents from using the Lansweeper app.
- Fixed outdated help link for Google Analytics Tracking ID.
- Fixed an issue where Messenger messages appeared out of chronological order.
- Fixed “Content could not be loaded” errors when Messenger was embedded in external Android applications.
- Fixed an issue where hovering over a ticket tab incorrectly triggered the deskpro.client.onready event.
- Fixed an issue preventing the conversion of an existing user into an agent.
- Fixed the incorrect display of an agent’s profile alias inside the help desk.
- Fixed an issue where ticket lock icons did not appear in real time when a ticket was opened.
- Fixed UI overlap at the bottom of the screen on Android devices.
- Fixed the group-by menu in queues overflowing off-screen.
- Fixed the CC field being hidden in the reply box when the UI was zoomed in.
- Fixed time selector in Satisfaction Follow-Up Escalation showing an incorrect value.
- Fixed an issue where attachments with the same filename did not download correctly.
- Fixed an issue where attachments were duplicated when using “Forward as linked ticket” multiple times.
- Fixed an issue where all ticket messages failed to load.
- Increased timeout for the “Download All” action to improve reliability during bulk downloads.
- Fixed multiple issues with inline images not rendering properly, depending on attachment settings.

- Fixed external unique key validation issues.
- Fixed mandatory CRM date fields appearing incorrectly underlined.
- Fixed email verification links failing when opened in a different browser or profile.
- Fixed issues affecting content display in dual-view mode.
- Fixed inaccuracies in the Online Agents report.
- Fixed “undefined array key embeddings\_model” errors in Thank You Detection.
- Added migration to correct historic data in the object\_lang table for Blobs v2.
- Fixed an issue where the Organisation panel did not refresh when switching between orgs or tickets.
- Fixed an error caused by passing a null argument to str\_replace under strict\_types=1.
- Fixed “My Team’s” queue not updating based on active team membership.