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Deskpro Release 2026.3

2026-07-20 - Dan Sayer - [Comments \(0\)](#) - [Deskpro Releases](#)

Introducing 2026.3

2026.3 focuses on multilingual support and polish. It adds the latest Google Gemini models, makes search, AI replies and AI summaries work correctly in non-English languages, and fixes a range of issues across tickets, reports, Messenger and sign-in.

It also improves single sign-out for SAML, OIDC and OpenID, and tightens what AI features are allowed to access.

tl;dr – What's New? ☐

A quick look at where we spent our time this release:

- **Deskpro AI** – New Google Gemini model options, AI ticket summaries that follow the ticket's language, full support for Japanese, Chinese, and Thai in AI reply tools, and tighter AI data-source permissions.
- **Accessibility & Search** – We've been working hard on improving the Horizon admin interface to meet WCAG 2.1 accessibility standards, and search now returns the full set of matching users, Japanese/CJK article matches, and localized folder counts.
- **Channels** – Messenger loads and routes more reliably, WhatsApp no longer sends duplicate messages, and inbound message captions are now translated.
- **Polish & Fixes** – A wide range of reliability and security fixes across tickets, email, single sign-on, reports, and the agent interface.

Deskpro AI:

New Google Gemini models

When you connect a Google Vertex AI account, you can now choose from Google's latest Gemini models: Gemini 2.5 Flash Lite, Gemini 2.5 Flash, Gemini 2.5 Pro and Gemini 3 Pro. Previously only older Gemini models were selectable, some of which Google has retired. This lets you move to a current, supported model without waiting.

Fixes & Improvements

- AI ticket summaries are now written in the language of the ticket. Summaries for tickets in Japanese and other non-English languages could previously come back in English regardless of the conversation language.
- The Expand Reply and Improve Tone buttons now work for drafts written entirely in Japanese, Chinese or Thai. Previously these buttons stayed disabled for languages that don't put spaces between words.

- Clearer scheduling for AI web data sources: the repeat option now reads "Every # days" so an interval such as every 31 days is no longer mislabeled as "Daily", and the "limit to occurrences" setting is now available for weekly schedules as well as daily.

Search:

Search for Japanese and other non-space languages

Searching for Japanese, Chinese or Korean text now returns articles that contain those words in the body, not just the title. Previously a search for a word inside an article written in one of these languages could return no results. This works across both the Help Center and the agent interface.

Fixes & Improvements

- Global search now returns all users who share an email address, rather than stopping at the first 25. This is relevant when the non-unique email feature is turned on.
- Fixed an issue where opening a deleted agent's profile from global search showed an incorrect "disabled due to lack of seats" message. It now correctly indicates the agent has been deleted.

Polish and fixes ☐:

A round-up of the smaller fixes and refinements in this release.

Tickets

- Fixed an issue where a ticket an agent had closed could reopen automatically on the next sign-in. Closed tickets now stay closed across sessions.
- Fixed an issue where an unsubmitted new ticket could carry its values into the next one. If you started a new ticket, filling in the Subject, Department or other fields, then opened another new ticket without submitting the first, the new form arrived pre-filled with those earlier values. Each new ticket now opens as a clean, empty form.
- Fixed an issue where the date and time picker on a custom field could close before you finished choosing a value. The picker now stays open until you select or dismiss it.
- Fixed an issue where queue status display preferences were not kept when a queue was grouped by Agent Team, causing it to show all statuses again on return.
- Exporting a large ticket to PDF is more reliable. Very large tickets no longer hang; inline images are included at a sensible size with the full-resolution original still linked, and slow images no longer stall the whole export. Very large tickets now show a clear "too large to export" message instead of timing out.
- Updated the default preferences for newly created agents: sending a reply or adding a note now keeps you on the ticket rather than closing it, and ticket previews are off by default. Existing agents keep their current settings.
- Fixed an issue where a reply you had already sent could reappear in the reply box as a draft after the customer responded, which risked sending it again. The reply box now stays clear.
- Fixed an issue where the image editor could freeze after being opened a second time, leaving the reply box stuck until the page was refreshed.

- Fixed an issue where dates in snippets displayed in UTC instead of the agent's own timezone. Snippet dates, including built-in timestamps, now reflect your configured timezone.
- Fixed the snippets API so individual snippets can be retrieved and deleted by ID, matching the published API documentation. These endpoints previously returned an error.

Authentication and security

- Single Log-Out now works for SAML, OIDC and OpenID single sign-on. Signing out of Deskpro now also ends the session at your identity provider and follows any configured sign-out URL, so users are no longer immediately signed back in. This resolves a session-expiration weakness that was most noticeable on shared devices.
- Fixed an issue where, after too many failed sign-in attempts, the agent login page could break instead of showing the security check. The captcha now displays correctly so you can sign in.
- Resolved an issue where AI chat and search could, in some cases, surface Snippet content to requests that should not have had access to it. Access to Snippets is now correctly scoped by permission.

Other

- Fixed an issue where captions on WhatsApp image messages were not translated when translation was enabled. Captions are now translated along with the message.
- Fixed a crash in the Messenger on some Android and iOS app clients. Opening an article from a chat and then tapping back to return to the conversation could freeze the widget and leave the visitor stuck on the article, unable to get back to the chat. Returning from an article now works reliably.
- Fixed an issue where the agent ticket list could not be scrolled on mobile or narrow screens, leaving tickets below the first screenful out of reach. The list now scrolls so every ticket is reachable.
- Fixed the Help buttons on the admin Help Center and CRM list pages, which linked to dead or login-only pages. They now open the correct support guides.
- A range of accessibility improvements across the admin interface, continuing our work toward WCAG (Web Content Accessibility Guidelines) conformance.
- Fixed an issue where custom stats filed under a localized "Unsorted" folder (for example "Nicht sortiert" in German) did not appear in that folder's list, even though they were counted. This only affected agents using Deskpro in a non-English language.
- Fixed an issue where the Agent Hours report timeline became misaligned when the browser was zoomed in, so activity blocks now line up with the correct times.
- Fixed an unclear error when forwarding a ticket to an address that matches one of your account emails. Deskpro still blocks the forward to prevent a mail loop, but now shows a clear explanation instead of raw system output.
- Fixed an issue in the Help Center where sorting the "My Tickets" list by assigned agent could cause a page error. Sorting by agent now works normally.
- Updated core framework components behind the scenes to keep the platform current, with no change to how Deskpro behaves.

