Deskpro 2020.3 Release

2020-12-04 - Colin Dunn - Comments (0) - Release Announcements

We are pleased to announce the release of **Deskpro version 2020.3**. This includes a mixture of general improvements and bug fixes.

Improvements:

- DPHC-57 - Improve terminology "Published by" to "Authored by"
- DPHC-58 - Improved scroll behaviour in Guides with large amount of topics
- DPHC-64 - Improve appearance and behaviour of default avatars throughout portal
- DPHC-77 - Improve search result rankings in published content
- DPHC-116 - Improvements to contact form to better handle pre-formatted text
- DPHC-146 - Improved styling throughout guides
- DPHC-150 - Add "Date Created" when viewing a ticket on Help Center
- DPLEG-46 - Improve formatting a horizontal text placement in new email templates
- DPHC-117 - Admins now able to export themes for all multi brands
- DPHC-158 - Improve styling when no topics are returned during a guide search
- DPHC-166 - Add ability to rename title of related links
- DPHC-183 - Add translation phrase for "Search table of contents" in Guides

Bug Fixes:

- DPLEG-7 - Can only view first 10 approval templates
- DPLEG-10 - Only able to add one "Follower" at a time via Mass Actions
- DPLEG-20 - News subscriptions in multi brands not being notified
- DPHC-113 - Historical chats and tickets not displaying properly in multibrand portals
- DPHC-59 - Unwanted variable text appearing below Add Comment Section under Guide topics
- DPHC-62 - Cleaned up emails in Community to remove unwanted HTML tags
- DPHC-63 - Time in 'My tickets' date created column shows UTC rather than local time
- DPHC-66 - The Community Topic count displayed on Help Center is inaccurate
- DPHC-69 - Unwanted variable shows in helpcenter chat log if chat is ended early
- DPHC-78 - PDF Export of a ticket contains unwanted HTTP header
- DPHC-80 - Comments on published content containing hyperlinks were not clickable
- DPHC-93 - Enabling helpcenter fails with empty templates

- DPHC-96 - The 'Reset' button for the contact form in Help Center should reset all field values
- DPHC-109 - Ticket embed pulls through full page instead of just the contact us form
- DPHC-99 - Phrase missing in confirmation popup when pressing "Reset" in the contact us form
- DPHC-112 - Published content templates not working with Multi Brand
- DPHC-145 - Unable to navigate to other guides when viewing a topic
- DPHC-135 - Organization managers should have access to their organization's tickets in Help Center even if they aren't a user/participant in any tickets
- DPHC-119 - Hidden Topics still appearing in count for categories in Community
- DPHC-138 - Download Custom Fields don't show in Help Center
- DPLEG-30 - "usr/bin/mariadb not valid as a mysql path" error when upgrading
- DPLEG-35 - User can only View 10 Approval Templates on ticket
- DPLEG-37 - "Log in" button not responding in Help Center
- DPLEG-39 - Users being redirected to the default brand when logging out from the help center
- DPHC-163 - Download as PDF button doesn't work when Ticket Ref Codes are disabled
- DPLEG-48 - Editing ticket properties removes linked chat
- DPLEG-51 - Cannot add phone number to Contact Information through API
- DPLEG-57 - Multi-Domain / Usersource SAML login issues
- DPHC-164 - Switching between guides leads to a blank page
- DPLEG-68 - XSS vulnerability addressed
- DPLEG-70 - Delete old profile pictures when changing them
- DPHC-165 - Guide images appear broken after editing and saving changes
- DPLEG-80 - Cannot download CSV in Reports on Safari
- DPLEG-84 - Cannot add to custom Time Log & Billing Fields through the API
- DPHC-167 - Order is wrong when sorting tickets by last action
- DPLEG-111 - CSV export returns max 1024 tickets
- DPHC-182 - Variable showing in place of "Show less" in Ticket Deflection
- DPLEG-119 - Error when creating a new Ticket Approved in a certain way
- DPLEG-126 - Organisation incorrectly set to 'none' when adding a ticket via the API
- DPHC-191 - Moving page from one guide to another converts page into Volume
- DPLEG-157 - CSRF error when trying to submit a ticket via the ticket submission form on website when using Chrome
- DPLEG-145 - Fix encoding in guides

Messenger feature:

- DPMSGR-10 - [Messenger] When a user sends a message via Messenger, the message still appears as being typed in Agent
- DPMSGR-22 - [Messenger] Server Error when submitting tickets from secondary

brand

- DPMSGR-80 - [Messenger] Icon for the bot which sends initial message is now customisable
- DPMSGR-38 - [Messenger] "0" showing up as agent name when agent joins conversation
- DPMSGR-81 - [Messenger] Domain whitelisting for messenger returning an error (multiple brands)