

Deskpro 2019.2 Release

Emily Booth - Comment (1) - Deskpro Releases - 2019-01-29

We are pleased to announce the release of **Deskpro version 2019.2**. This contains a new .feature and many more improvements to your helpdesk

DP-2893 [Add custom fields to KB articles](#) - You can now add custom fields to Knowledgebase articles which allows you to add more helpful information within your .articles to assist readers

Improvements

- .DP-2952 New ticket from web should accept tickets from guests without logging in •
- .DP-2892 ID/Ref based search for user portal •
- DP-2925 Add Person:"isMemberOfBrand". Similar to "isMemberOfUsergroup" but for •
.brands
- .DP-2969 Support Kayako Classic V3.70.02 in Kayako importer •
- .DP-2689 Add labels for screenreaders in next/prev buttons •

Reports v2 Improvements

- DP-2811 List the reports a stat is used in. Easily view which reports a specific stat •
.displays within
- DP-2809 Add a delete confirmation message before permanently deleting a stat in •
.the stat builder
- .DP-2805 Add example widget override options •
- DP-2808 URLs/Routing added for stats, reports and dashboards. You can now link •
.directly to different stats and reports

Defects Fixed

- .DP-2333 SAML 'Test' setting doesn't work for G Suite •
- .DP-2945 SAML Gsuite SP initiated login issues •
- DP-2951 Agents with 'Non-destructive' permissions can still delete tickets on mobile •

. apps

DP-2972 Cloud customer issue - Not all brands are appearing in the new ticket form •

.options

DP-2712 Ticket created from DeskproA -> DeskproB works; Reply from DeskproB •

.back -> DeskproA causes new ticket instead of reply

.DP-2855 Incorrect duplication in On-Prem customers Sitemap URL •

.DP-2955 Calendar widget broken in follow ups tool •

."DP-1795 Exporting banned email gives error "forbidden", "error_message" •

.DP-2960 Prevent issues in topics related to numeric slugs •

DP-2922 Deskpro is appending '?dl=1' to the download URL when hotlinking files •

.stored on FileRun server, but the file is not successfully downloaded

DP-2932 Agents should be able to uncheck a toggle field in the ticket properties and •

.save the change

.DP-2874 Fix typo in the 'My Tickets - Property Change' agent notification tool tip •

.DP-2947 Fix typo in the Portal Editor •

DP-2916 V2 API: Sort direction is not passed to the SQL query when sorting by the •

."date_last_reply

.DP-2940 Fix API v2 versioning •

.DP-2938 Multiple lang redirect for en-GB language on portal •

.DP-2950 Fix lang redirect if helpdesk is installed in sub dir •

.DP-2943 Cannot change portal language back to EN •

DP-2945 SAML Gsuite SP initiated login issues - Fixed this error relating to chat •

.queues

DP-2908 Chat queue fixes •

DP-2930 Validate selected agents in user chat queue. We now prevent the ability to •

.create an empty chat queue

DP-1286 Some email templates were missing the email subject and details fields in •

.the Admin interface

DP-2946 Refactor email logger to avoid use of EM. This fixes an error which has been •

occurring "Error: 'DeskPRO\Bundle\AppBundle\Entity\TicketFollowUp#ticket' that was •

."...not configured to cascade persist operations for entity

.DP-2949 Exception: 0 Semaphore extension (sysvsem) is required •

.DP-2962 Error: usort() expects parameter 1 to be array, object given •