

Deskpro 2019.7 Release

Colin Dunn - Comment (1) - Deskpro Releases - 2019-09-02

We are pleased to announce the release of **Deskpro version 2019.7**. This includes new .feature additions, as well as performance improvements to your helpdesk

:Features

[Add relative due dates to the "Create Task" automation action](#) •

[CC'd recipients are shown on inbound emailed messages](#) •

:Improvements

DP-3550 New variables to expose ticket satisfaction: **{{ feedback.message }}** •

{{ and {{ feedback.rating

DP-3538 Ability to render ticket message content in webhook with new variable •

{{ {{ticket_object.getLastReply().message

DP-3478 Snippet usage counter improved to become more accurate •

DP-3274 Enhanced behaviour when deleting/merging built-in custom field pre-
defined entries •

CH-822 [Software support for TLS 1.1 and 1.2 has been added to mail connections](#) •

CH-1459 [Expose table "download_subscriptions" to DPQL](#) •

CH-1466 Add brand mapping to the CSV user importer •

CH-2100 Full department hierarchy now shown in the ticket view in the user portal •

CH-1477 Update all automations and filters when custom field options are changed •

CH-281 [The feedback feature has been renamed to community](#) •

:Bug Fixes

DP-3267 Expose the "Sort" drop-down option on the feedback portal page to
.phrases so it can be translated •

DP-3310 Ticket SLAs which are being marked as 'Complete' get
reverted/recalculated if a new note/reply is added to the ticket •

DP-3540 Organisational usergroup permissions incorrectly overriding custom per-
.user usergroup settings •

DP-3271 (Reports) Currency custom field type did not display the value correctly in
a custom stat •

DP-3235 (Reports) Ignore 'ticket.id' autolink in subqueries in DPQL v2 •

DP-3522 Unable to add a new agent to a chat queue if existing agent was deleted •

- DP-3473 Converted custom email templates don't disappear from the list to be converted after changes •
- DP-3232 Remove limit of 10 usergroups when assigning permissions to chat •
- DP-3157 Omni-search did not include chat ID's if Elasticsearch was disabled •
- DP-3101 Added missing Alias props for Article and Chat custom fields •
- DP-3494 (LDAP) Fixed email domain association for users synced through LDAP. •
.Corrected "Creation By" detail
- DP-3528 Improve confirmation message when adding/deleting custom field •
.options
- CH-886 Error appeared when using "Forward as a new linked ticket" feature •
- CH-765 Error appeared when agent attempted to delete a comment on a guide •
topic
- CH-997 Google fonts now bundled into the Deskpro to prevent need for external •
calling of assets
- .CH-1016 File permissions corrected for those moving onto S3 file storage •
- CH-824 Tickets were incorrectly showing as locked to an agent in certain reply •
situations
- CH-775 Times in custom references now correlate to the correct helpdesk timezone •
- CH-789 Linked ticket was assigned to default brand rather than brand of parent •
- CH-671 Pasted images in user portal replies appear in the wrong place •
- CH-804 Translating agent replies using the MS Translator app created unwanted •
HTML
- CH-833 "Go" agent permalink/URL needs to follow merged tickets •
- CH-971 Article language drop-down selector doesn't save the selection •
- CH-748 Unable to unset a predefined field when hierarchy/child options are used •
- CH-651 Ticket loading fails and appearance bugs out when opening multiple tickets •
quickly
- CH-666 Autofill incorrectly being triggered in certain areas of the agent interface •
- CH-673 First reply SLA should not be completed when the ticket status is changed •
and no agent reply exists
- CH-662 V2 API department permissions improved •
- CH-665 Snippet shortcut menu inserts even when one is not selected •
- CH-668 A user can initiate a chat when an agent who is not in any chat queue is •
set online for chat
- CH-656 Clicking on the category folder tab in the Publish area doesn't load the •
target on the first click
- CH-1285 Incoming email attachments file names appearing corrupted •
- CH-1022 Improved smoother user experience while using custom stats in the •
reporting area
- CH-1164 Attachments were removed when creating a ticket via "forward as a linked •
"ticket

- CH-904 Stats with pre-defined custom fields causing issues when embedded as .widget in a custom report •
- CH-659 GUI Bug: Omni-search box dropdown appears undesirably when loading .agent interface in Chrome •
- CH-752 Navigating to agent preferences showed a blank page instead of defaulting "to "Profile" •
- CH-1352 Improved "Can edit/delete without logging original" agent permissions behaviour •
- CH-1082 Inbound email 'cutter' improved so all intended contents of a message enter the ticket •
- .CH-1639 Properly log auto responder events into the changelog of CRM profiles •
- CH-1025 Incorrect statuses showing for linked tickets •
- CH-1579 Date custom field value can be incorrect in a stat when using date formatting in the query •
- CH-1000 Error when saving "Monday" in a date field when "Mon-Fri" are specified criteria •
- CH-733 Resolve issues with the Snippets editor window in the Safari web browser •
- CH-1653 The "HTML Button" was duplicated in the Snippets text editor •
- CH-1343 Removed unwanted HTML when viewing a "Forwarded Email" log within a ticket •
- CH-1650 Conversational style of chat displaying incorrect "No matches found" messages •
- CH-1598 Improvements to admin area when Turkish language set •
- CH-2134 Agent interface GUI improved when creating ticket with a new user •
- "CH-763 Double loading glitch of sidebar after using "Impersonation mode" •
- CH-1393 Live chat window toolbar cuts off on narrow browsers •
- CH-1180 Password reset emails not containing proper link if license had expired •
- CH-1092 General improvements to the portal contact form appearance across different browsers •
- CH-1867 Portal search behaviour improved when special characters are included •
- CH-1851 Unable to select CRM type labels in automation criteria •
- CH-2385 Can't edit a report stat if there is a compile error •