

Deskpro 2019.9 Release

Colin Dunn - Comment (1) - Release Announcements - 2019-11-25

We are pleased to announce the release of **Deskpro version 2019.9**. This includes new .feature additions, as well as performance improvements to your helpdesk

:New Features

[Approvals](#) - Streamline your approvals process. New approval workflows can be created to .gain both end-user and internal agent approvals, further allowing for powerful automation

[Article and News Templates](#) - Increase efficiency and maintain consistency in your content .production by creating content frameworks for your writers to use

:Improvements

- CH-2620 New email connection method: [Gmail OAuth](#) •
- CH-315 New ability to Re-order trigger actions in new + existing triggers •
- CH-3180 Improved performance when searching for articles/content throughout the •
helpdesk
- CH-1186 Improve realtime reactivity of agent interface when modifying custom •
field values in tickets

:Bug Fixes

- CH-2979 'Sort tickets by...' drop down in user profile no longer appears in agent •
interface
- CH-4398 Auth+SSO login actions feature to assign an attribute from a user value •
does not create new organisations
- CH-4327 Task Router improvements for User Chat to improve reliability of new chat •
notifications
- CH-4318 Task Router logging improvements to assist with troubleshooting •
- CH-4055 Previous broken Portuguese (PT) link in portal has been removed •
- CH-4287 Chat labels created in the Admin area are not available to add during a •
live chat
- CH-4341 Disabling KB Custom Fields removes them from the UI completely •
- CH-2794 GROUP BY results for Custom Fields Not Showing •
- CH-2699 Status of linked tickets shows incorrectly in child tickets •
- CH-4279 Edge Case: Custom CSS breaking after individual helpdesk updates •

CH-3101 (Multibrand) Chat widget bug with default department selection across brands •

CH-3458 (Multibrand) Trying to navigate to an article in Brand B portal incorrectly redirects to the URL for Brand A •

CH-3047 (Multibrand) The widget on Brand 2 portal is displaying the name of the default brand •

CH-4225 Legacy Ticket API fails in SerializerContext •

CH-4107 Default triggers should not be automatically re-activated after updates/migrations •

CH-4129 OpenID Connect always authenticates as the same user, regardless of actual user logging in •

CH-3501 Zendesk importer improved to record more accurate dates/times •

CH-2830 Fixed geo-map widget when hovering over an organization address •

CH-3663 Running 'dp:import-apply' command returns 'The "job" option does not exist' •

CH-3884 Improved checks when deleting organisations to improve db integrity •

CH-3036 (Multibrand) Settings for secondary brands are being overridden the Default Brand when logged into the portal •

CH-3705 Changing a cc'd participant to be the main owner of the ticket and then removing them as a cc causes email routing issues •

CH-1414 Chat widget doesn't load Every-time in Firefox •

CH-3189 When email is too big in IMAP, email never gets deleted/processed •

CH-2199 Admins should not get locked out of Deskpro when importing users via CSV •

CH-825 Custom password policy not working •

.CH-3453 API /tickets endpoint returning 500 error citing issues with missing users •

.(CH-2873 HTML tag options disappear when content is updated (PUT •

CH-2638 Curly Brackets in Ticket Subject causing Log Errors •

CH-3060 Spicework importer bug throws a getDataKey error and does not complete •

CH-2949 Error: First parameter must either be an object or the name of an existing class •

CH-2570 Improvements made to Content PDF generator to prevent errors •

CH-2621 "Table" dropdown box is cutting off on "Agent chat" screen •

CH-3026 "Create news post" button is not responding after click on "Properties" dropdown option on "New post" form •

CH-1522 Issues parsing the HTML contents of a user email •

CH-2567 Email addresses belonging to agents should not appear in the CC list within ticket responses •

CH-2803 Department permissions UI bug - tool tip showing incorrectly •

CH-2240 Pressing the Page Down key on a keyboard in the agent interface causes •

the page to shift to the left, causing the display to be cut off

CH-1088 Saved Public Holidays in Custom SLA Working hours don't continue to •
display in the SLA settings

CH-2789 (GUI) Arrows on the agent interface filters pane have just become •
misaligned

CH-2666 Login redirection after following a URL which requires auth not working •

CH-330 Hotfix: 403 Forbidden popup appearing after upgrade •

CH-2114 Erroneous 'User is not waiting' group can display when grouping tickets •
'by 'Waiting Time

CH-3216 (Multibrand) Chat Widget of secondary brands not displaying properly, •
.however chat widget of "Default brand" is working

:Voice Progressions

CH-691 Improve behaviour of grouped missed calls setting if multiple •
calls/voicemails are left in a short period of time

CH-689 Default to the last user profile for incoming calls to reduce duplicate •
""anonymous users

CH-695 Deleting a number should release it in Twilio •

CH-698 Allow the option to disable voice numbers •

CH-703 Expose voice DPQL tables for better reporting •

CH-692 Hide all voice tickets in the end-user portal •

CH-2847 New Voice Billing Summary Feature •

CH-3842 Improve titles in voice reports •

CH-2800 Available numbers should be available on live helpdesks •

CH-2905 Add validation group for 'answer timeout' in queue settings only when •
visible

CH-2853 Only use Twilio proxy if using a Deskpro managed account •

CH-3147 Improve realtime status changes of voice calls •

CH-2851 Prevent invalid call prices from being logged •

CH-2975 Task router logging improvements to improve troubleshooting •

CH-3835 Remove broken Add New Queue Option When Creating an Auto-Attendant •

CH-2849 Show more data in call logs to expand to the additional legs of the calls •

CH-4448 Agents should be able to accept a voice call when in an active live chat •

27th November 2019 - 2019.9.1

CH-5865 Live chat widget appeared broken after update (affected specific installs •
(only

CH-5871 Bogus SQL error logs (false positive) appearing after update have been •
cleaned up

29th November 2019 - 2019.9.2

CH-5859 Email connectors set up using POP encountered problems dealing with •
certain large emails, causing mail disruption

16th December 2019 - 2019.9.3

:Improvements

CH-6309 Improve localisation to include the Spanish "Enviado el:" as a proper •
forward condition in email

CH-6213 Further improvements to security around email rate limiting for password •
resets and CAPTCHA enforcement

CH-6144 Improved security with heavier enforcement of Usergroup permissions •
surrounding public content access

CH-3840 Ticket search function in user portal improved to better include subjects •

CH-3391 Allow for a '0' or Free charge in Billing field •

CH-6536 Large project to remove legacy PHP functions from the code. Deskpro is •
.now compatible with latest PHP 7.4

:Bug Fixes

CH-6249 Images not showing in guides content system •

CH-5862 Custom password policies should only apply to Deskpro Auth - fixing •
incorrect expired password messages

CH-5796 Chat round robin sends notification to accept/dismiss chat rather than •
directly assigning chat

CH-5780 Failure to find email account via API results in an incorrect/unhelpful 500 •
error response

CH-5669 (Content Templates Feature) Clearly show if a template is for a news or •
article Item

CH-5209 Revert the removal of TO: and CC: information when an agent hovers over •
.the date/time of a ticket message

CH-4498 (GUI) Character "T" overlaps on "S" in the ticket "Approvals" tab •

CH-4147 Certain Macro actions are applied but are not recorded in the Full Log, •
causing certain trigger criteria to not match

CH-3457 Agent login details no longer pre-populated into fields on agent login page •

CH-3373 'Originated Interface' criteria not affected filter search results •

CH-3260 '/' usage in Ticket references prevents triggering emails to users •

CH-3161 Multiple "Organizations" are being created when user click on "Create •
organization" button multiple time

CH-3051 After you edit a Label being used in a Trigger/Escalation/Filter, the label •

value does not display in the UI

CH-2979 'Sort tickets by...' drop down in user CRM profile in agent interface no longer appears

:Voice

CH-5999 GUI glitches fixed with certain tickets containing voice call logs •

CH-5962 Some Agents cannot receive calls with through voice in agent interface •

CH-5569 Bugs with Voice widget in Agent Interface fixed •

15th January 2020 - 2019.9.4

.CH-6388 - Unable to view the full ticket history through the helpdesk portal •

CH-5459 - Correct community 'Can validate' permissions do not break feature •
.access

.CH-6010 - Improve browser compatibility of snippets area, resolving display issues •

CH-6320 - Bug fixes while changing categories within the knowledge base, no more •
.errors

CH-6037 - Fixes to the ticket deflection feature in the portal, kb article suggestions •
.will appear properly

CH-6626 - Prevent automatic normalisation of attachment file extensions, allow to •
retain case-sensitivity

CH-4236 - Improve ticket subject matching behaviour when dealing with wider •
.matches. Added focus on ticket participants

CH-4257 - Bug fixed when moving tickets between departments in different brands •

CH-6656 - Improvements to snippet searching •

CH-6661 - Expanded compatibility with IE11 •

CH-6613 - Improvements to translations and locality through the guides system •

CH-7642 - (Voice) Added option to relay a recorded message to a user instead of •
.leaving a voicemail

CH-7717 - Resolve any session issues causing agent login problems when using •
external usersources

CH-7762 - Further improvements to embedded/hot linked image loading on guides •

4th February 2020 - 2019.9.5

CH-7592 - Improve User CSV importer to include mapping to Organisational Custom •
Fields