

## Deskpro 2021.1.5 Release

Colin Dunn - Comment (1) - Release Announcements - 2021-05-25

We are pleased to announce the release of **Deskpro version 2021.1.5**. This includes a .mixture of general improvements and bug fixes

### **:General Improvements and Bug Fixes**

- DPLEG-208 - Agent notifications from new reply triggers were not sent if there is no • public facing response on a ticket
- DPLEG-378 - Voice queue settings were unavailable after creating child departments •
- DPHC-356 - Clicking on content links within guide pages leads to a blank page •
- DPHC-411 - Usergroup permissions not applying correctly in multibrand setups •
- DPHC-459 - Users unable to reset their password after previous password attempts • failed
- DPHC-359 - Users were able to engage with Community without sufficient usergroup • permissions
- DPLEG-626 - Agents being added as followers in tickets when CC'd into emails when • this is disabled in admin configuration
- DPLEG-337 - Mixed-Content browser security error causing broken link to • knowledgebase in Admin Dashboard
- DPLEG-628 - User was able to cancel the approval on Ticket with "Can cancel • approval" permission disabled
- DPLEG-390 - Deskpro URL appears as "localhost" when ticket submitted with CRM • email validation enabled
- DPLEG-603 - User does not receive a notification that they've been marked as an • auto-responder
- DPLEG-582 - "Date" popup is not getting removed when user closes the "New filter" • popup
- DPLEG-393 - Issues with multibrand URL's when automatic SSO was enabled •
- DPLEG-110 - SLA Counter is wrong when multiple SLAs are set up •
- 'DPLEG-244 - Ticket reference numbers is prefixed by 'ID' not 'REF' •
- DPLEG-355 - Issues in JIRA not being linked correctly to ticket when created via JIRA • V2 app
- DPLEG-607 - The 'Ordered by' option for the tickets list displays the result in an • incorrect order
- DPLEG-334 - When creating a ticket via 'forward as new linked ticket' it will not •

assign an agent

DPLEG-528 - GUI: Width of merge ticket window breaks when there is a long DISPLAY •  
ticket field

DPLEG-413 - Disabled agents were still get email notifications for internal IMs •

DPLEG-44 - Deskpro will always default to primary email address when there are •  
multiple associated with a profile

DPLEG-604 - Typo correction: "Musth" is displaying on validation message under •  
Follow ups tab on Ticket

DPLEG-408 - Agents able to log in via portal and using Deskpro credentials even •  
when Okta has been enabled for agents, and Deskpro authentication disabled

DPLEG-890 - Multibrand is not sending email with the correct Helpdesk name •

DPLEG-769 - Agent cannot add themselves to a ticket created from their own email •  
address via a trigger

DPMSGR-77 - When 'Everyone' usergroup is disabled then you cannot select/change •  
'which usergroups can use chat in the 'Chat settings

DPMSGR-115 - Chat Widget freezing if emails did not satisfy email validation •

DPMSGR-112 - Hidden fields show up in the ticket form on the messenger widget •

## **:Localization and Language Fixes and Improvements**

DPHC-339 - Adding a translation for a phrase in one language can change it in •  
another language

DPHC-398 - Issue with Cyrillic characters in attachment file names •

DPHC-354 - "Start Reading" button in Guide content was not displaying the correct •  
phrase

DPHC-353 - Article titles being returned in default language, instead of localized •  
language during content searches

DPLEG-634 - Corrections made to the hierarchy of languages in ticket emails •

DPLEG-602 - Date/Time field changes date if the agent's local timezone is not UTC •

DPLEG-107 - Time in outgoing emails was not showing in the correct timezone •

## **:Reporting Fixes and Improvements**

DPLEG-757 - Rounding of percentages in pie charts can make them unequal to 100% •

DPLEG-357 - Reports don't return results when using an organization custom field in •  
SELECT and and org ID in the WHERE clause if org is a child org

DPLEG-428 - Negative feedback is displaying under Positive feedback on Report stat •  
page

DPLEG-566 - "Time till first response" value was incorrect when reporting on working •  
hours only

DPLEG-25 - Duplicate results can display in a table which uses the DPQL Hierarchy •

function

## **:API Fixes and Improvements**

- DPLEG-532 - API: Message is still added to ticket when posting duplicate to •  
api/v2/tickets/{ticket\_id}/messages
- DPLEG-497 - API: Splash image doesn't appear in News API GET request •
- DPLEG-613 - API: Cannot return article labels or custom fields through API V2 •
- DPLEG-198 - API: /api/v2/tasks was not returning ticket ID's •
- DPLEG-335 - API: Can't filter on ticket categories in API •
- DPLEG-651 - API: Make working hours fields accessible through the API •
- DPLEG-837 - API: GET /ticket\_statuses does not return all statuses •
- DPLEG-966 - API: Add /ticket\_statuses/deleted/purge and •  
/ticket\_statuses/spam/purge to APIv2
- DPLEG-486 - API: Enable POST requests for ticket & user custom fields •
- DPLEG-345 - API: API sandbox for POST to /api/v2/articles is blank •