

DeskPRO 5.7.0, 5.7.1

Christopher Nadeau - Comment (1) - Release Announcements - 2017-07-05

We are delighted to announce the release of a new version of DeskPRO which has a number of Bug Fixes, Improvements and API fixes following the last Release

Features

- .Agent] New permissions for tasks and macros. [Read more](#)] •
- .Agent] (Beta) Improved snippets. [Read more](#)] •
- .Agent] (Beat) Improved forwarding. [Read more](#)] •

Improvements

- Agent] Client-side browser performance improvements] •
- Agent] Faster real-time updates in the agent interface for certain actions] •
- Importer] Importer now handles the "archived" status] •
- Widget] Improved back-end performance of website widget] •

Fixes

- Agent] Person and org notes were limited to 255 bytes] •
- General] Email logs being corrupt when being re-processed] •
- General] Some email logs having invalid gzip encoding] •
- Agent] Agent interface didn't order feedback items by date properly] •
- Agent] CSV export of tickets from search results had invalid headers] •
- General] Custom date fields couldn't set dates before 1970 (new minimum is 1901;)] •
- .(further fixes are coming
- Portal] Pasting images into replies in IE11/Edge] •
- Admin] Department layout editor would let you add add disabled fields] •
- General] "Updated date" on content wasn't set properly on content (aside from] •
- (Downloads which was fine
- Portal] The download button on the Downloads list went to the wrong place] •
- General] Searching for users by name became inaccurate for helpdesks using] •
- ElasticSearch
- Admin] Changing default email account from settings didn't save] •
- Admin] Setting a helpdesk URL with 'www.' prefix would always have the 'www'] •

stripped

Admin] Pusher settings would not validate properly if not using default cluster] •

Agent] Interface might lag (or crash, in extreme cases) if many events/notifications] •
happend at the same time

Agent] Automatic time charge wasn't saving] •

Agent] New ticket "reply as" menu wasn't working] •

Agent] Editing an org couldn't be saved] •

Portal] Chat transcripts are no longer sent if the chat wasn't answered by an agent] •

Agent] Another performance improvement to agent interface to do with][5.7.1] •
relative times