Deskpro 5.8.0

Christopher Nadeau - Comment (1) - Release Announcements - 2017-07-18

We are delighted to announce the release of a new version of DeskPRO which has a number of Bug Fixes and Improvements.

Features

• [Admin] You can now use templates (variables, conditions, etc) in triggers and escalations to set values on custom fields.

Improvements

• [Agent] Client-side performance improvements (significant in some helpdesk configurations)

Fixes

• [Portal] Copy and paste via context menu would remove special characters
• [Agent] Save button was missing on user/org notes
• [Portal] Password reset was suseptible to abuse (outgoing email flooding) if captcha was not enabled
• [All] Multiple areas where language phrases were missing
• [Agent] New ticket drafts would duplicate attachments when reloaded
• [Agent] Unable to delete/ban a user
• [Agent] Possible error when submitting empty search to ElasticSearch
• [Agent] Opening a ticket may fail with an error if you had no email accounts configured
• [Agent] PDF ticket export may break in some cases
• [Admin] Usergroup perms also show as switched off
• [Agent] In fwd beta, all timestamps are shown as Jan 1970
• [Agent] Grouping doesn't work in Recycle Bin
• [Agent] Creating a linked ticket doesn't include signature
• [Admin] Clickatell app was broken