DeskPRO Build #5.1 Released

Lauren Cumming - Comment (1) - Release Announcements - 2016-09-21

New Features and Additions

- Multi-branded portals now generally available- please see [this post](#) for more information.
- Reporting Hierachy- more information [here](#).

Improvements

- Audit Log Stability
- Joomla App update
- Performance improvements: mass actions, scability (filters, agents, permissions), opening a ticket, running a filter, replying to a ticket
- Language auto-detection improvements

Fixes

- Inability to select 00:00 based time when selecting custom SLA working hours
- Editing Proactive chat agent title and message
- LDAP setup
- Issues with JIRA integration
- Double-encoding in display input custom field
- Macro to set a department on new ticket
- reCAPTCHA fixed
- Issues with agent chat permissions
- Forwarding message not emailing BCCd users
- Issue with forwarded message display
- Editing forward out header email template did not display changes
- Agent note display when applied through automations
- Display issue in reports where agent has no name
- Custom phrases not applying consistently
- Elastic search results not complete for KB articles
- Agent override name not displaying in 'Author' form
- Issue with reloading in admin interface
- Setting to let agents be CCd on ticket form fixed
- Forwarded messages not forwarding attachments
- Snippet insert position fixed

- Chat settings disabled for some users
- Password error message on User portal display issue
- Email code and setup instructions' for live chat'
- Last action on ticket log in user portal
- API rate limit changes
- Display issue customized does not appear next to edited email templates
- Edits to phrases not saving
- Issue with user portal ticket properties display

.Cloud helpdesks will begin to be updated soon
If you are using DeskPRO On-Premise, you can update your installation from the admin
.interface using the auto-updater

If you have any questions about the above or any feedback to pass on contact
support@deskpro.com