

Deskpro Build #5.8.1 Released

Colin Dunn - Comment (1) - Release Announcements - 2017-08-01

Release version #5.8.1

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

:Bug fixes

Agent] Dynamic forms developed some problems reacting in real time in agent interface] -

Admin] JIRA integration triggers improved] -

Admin] Trying to edit certain custom fields in the admin area would freeze] -

Agent] Browser tab not updating properly during chat sessions] -

Agent] Certain ticket filter views returning a 404] -

Agent] A blank empty tab in the ticket view pane has been removed] -

General] An "agentteam" variable in custom email templates caused an error while rendering in certain circumstances

General] Fixes to how emails with certain formats are handled so they are not blank] -

:Improvements

Agent] Better control over visibility and ownership of Macros and Tasks] -

:v2 Snippets Improvements

[.Read more](#)

General UI and appearance improvements -

More ownership and visibility flexibility for snippets -

Ability to now **add attachments** to chat snippets -

Introduction of **sub-labels** to better sort snippets -

Introducing Agent permissions which can be set on what kind of snippets an agent is able to create/modify. Response to customer

feedback: <https://support.deskpro.com/en/feedback/view/agent-permissions-for-snippets>

If you are using DeskPRO Cloud, we will roll out this update to your Helpdesk soon

If you are using DeskPRO On-Premise, you can update your Helpdesk to the latest version from your Admin Interface