

Deskpro 2021.1 Release

2021-01-27 - Colin Dunn - Commentaire (1) - Release Announcements

We are pleased to announce the release of **Deskpro version 2021.1**. This includes a mixture of general improvements and bug fixes.

Improvements:

- DPHC-150 - Added date created to ticket view in Help Center
- DPHC-211 - Searching community topics improved in agent interface
- DPHC-192 - Adding custom phrases now applies to all installed languages at once
- DPHC-223 - Added a Next/Previous button to browse through “Articles Awaiting Review”
- DPHC-228 - Improved behaviour of content links in guides
- DPHC-173 - Improvements to the scope of content shown in top-right dropdown box in Help Center
- DPHC-189 - Administrators can now enable or disable home pages in guides
- DPHC-259 - Emoji support improved throughout Help Center published content
- DPHC-95 - Splash images and icons for published content can now be set through the V2 API
- DPHC-184 - Improved language in published content to clarify usergroup permissions

Bug Fixes:

- DPHC-191 - Moving a guide page should not be converted into a volume
- DPMSGR-95 - Fixed simultaneous chat limit for agents
- DPMSGR-90 - Fixed negative chat satisfaction ratings in reporting
- DPHC-181 - Upvote count in community topics has been corrected
- DPHC-170 - Ticket Notification count in Help Center has been corrected
- DPHC-202 - Fix upgrade paths for new Volumes in Guides
- DPHC-172 - Articles matching “Search Words” were appearing on every results page
- DPHC-169 - Permissions corrected for non-logged in users when voting on Community Topics
- DPHC-197 - Total Downloads count for downloaded files was inaccurate
- DPHC-200 - Searching for articles by “Search Words” only returns 5 results
- DPHC-204 - PDF generated articles not displaying widths of tables correctly
- DPHC-207 - Archived KB articles were appearing in search results when “Search Words” matched

- DPHC-195 - "Thank you for your feedback" message appeared multiple times when rating articles
- DPHC-188 - "You have successfully subscribed" message appeared incorrectly when unsubscribing
- DPHC-218 - Corrected phrases shown when resetting your password via the Help Center
- DPHC-216 - Archived guide topics were viewable in the Help Center
- DPHC-212 - Attachment was still linked to a community topic after it was deleted
- DPHC-225 - When deleting multiple KB articles from a category, hide articles after pressing "Apply Action"
- DPHC-171 - Not all Help Center content was showing when the "Limit Domains" function was used
- DPHC-221 - Users were able to vote multiple times on Community Topics in a single action
- DPHC-219 - Multiple notifications were triggered when subscribing/unsubscribing to KB articles
- DPHC-254 - Community icon was not showing properly in the agent interface when permissions for community were limited
- DPHC-194 - Pressing "Submit" multiple times on News Articles would submit duplicate comments
- DPHC-256 - Non-registered users CC'd onto tickets were incorrectly added as registered users, when registration is disabled.
- DPHC-206 - Glossary terms not displaying icons in agent interface
- DPHC-239 - Pre-rendered agent avatars were not compatible with certain characters
- DPHC-252 - Guest users could submit Community Topics when Community form was disabled by a rate limit
- DPHC-257 - Errors when setting custom locale codes for languages
- DPHC-209 - Direct links to Guide Topics would lead users to the Guide homepage
- DPHC-267 - Page count in Guides did not update properly after Topics were deleted
- DPHC-185 - When uploading an over-sized file through the Help Center ticket form, the attachment box would disappear.
- DPHC-274 - Primary_email was missing from the variable menu in Email Templates
- DPHC-250 - Fixed bugs when saving Help Center modifications
- DPHC-277 - Fixed custom phrase API V2 endpoint
- DPHC-116 - Improved behaviour when pasting pre-formatted text
- DPLEG-176 - Corrected custom phrase /api/v2/languages/custom_phrase API endpoint
- DPLEG-265 - Corrected 500 server error when visiting admin area
- DPLEG-241 - Corrected cron job error when processing certain characters in emails
- DPLEG-251 - Corrected cron job error when processing non-utf 8 emails
- DPLEG-229 - Emails from mail addresses with numbers matching with incorrect

tickets

- DPLEG-128 - Chat Queue selection in Admin would not stay highlighted when pressing "Add Queue"
- DPLEG-59 - Admin saw wrong voice and chat settings when impersonating an agent.

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- Fixed an issue with database updates
- DPLEG-423 - Error when submitting ticket with "create task" trigger as a guest