Deskpro 2021.1.4 Release

2021-04-22 - Colin Dunn - Comments (0) - Release Announcements

We are pleased to announce the release of **Deskpro version 2021.1.4**. This includes a mixture of general improvements and bug fixes.

Improvements:

- DPHC-328 - Add translatable phrase for "Subject" on ticket form in Messenger widget
- DPHC-331 - Add support for reCAPTCHA v3
- DPHC-345 - Improve image scaling in published content in Chrome
- DPHC-348 - Added translatable phrase for field validation related error messages
- DPLEG-42 - Add support to remove attachments by editing Agent Notification email template

Bug Fixes:

- DPHC-339 - Adding a translatable phrase for one language could wrongly change another language
- DPHC-329 - Improve enforcement of “Only enable agent validation when the ticket is being resolved” custom field property
- DPHC-341 - “Sorted By” drop down box did not automatically close off in Community
- DPHC-327 - Upvote button disappeared in community on smaller resolution windows
- DPHC-234 - Multiple emails being triggered when user clicks on “Resend Validation Email” multiple times
- DPHC-242 - Smart Fields were not displaying correctly in Help Center portal
- DPHC-349 - Ticket Approval option was not showing on the user portal side
- DPHC-351 - User was able to submit tickets if required message is missing
- DPHC-311 - Block Quote formatting was not appearing properly on Help Center portal side
- DPHC-196 - Multiple CC’d emails would appear to be added in Help Center if user clicked CC continuously
- DPHC-235 - Multiple “Thank you for your feedback” notifications appearing when user continuously clicks “Submit Feedback”
- DPHC-237 - "Not Found" message was displaying after click multiple time on "Remove email" button
- DPHC-245 - Guides: Long "Description" was not displaying on User portal side
- DPHC-266 - GUI issue when entering invalid emails in CC field resolved

- DPHC-347 - If a news post is saved as a draft and moving to publish is delayed no subscription notification was sent
- DPHC-355 - Help Center search did not search for content which contained special characters
- DPLEG-535 - If no user facing message exists on a ticket, user email notifications were not sent
- DPLEG-97 - “Usergroup” criteria in trigger did not apply to users who inherited permissions via their organisation
- DPLEG-147 - Resolved inconsistencies in “Ordered by” sorting option for tickets in the agent interface
- DPLEG-160 - Pagination issue: Only 10 macros appear in the “Follow Up Actions” drop down box in the Agent Interface
- DPLEG-177 - Corrected behaviour around “Can assign tickets to self” so agents can add themselves as followers
- DPLEG-213 - Splitting a message from a ticket would cause the new ticket to inherit the old feedback
- DPLEG-222 - Grouping a filter by a custom date field caused a server error
- DPLEG-225 - Grouping in flagged filters was not retained if you move to another filter and return
- DPLEG-260 - Error when downloading translations, breaks at Romanian package
- DPLEG-278 - Adding a macro would automatically check “Close tab” box even when this was not defined
- DPLEG-286 - Site Name and Site URL variables weren't being displayed in new email templates
- DPLEG-319 - Certain custom user field data was not being properly set after user account merge
- DPLEG-63 - Creating linked ticket did not carry over brand (sets default)
- DPLEG-377 - Adding a follower via a trigger did not execute
- DPLEG-391 - Space visible before the first word in the body of some email templates
- DPLEG-605 - GUI: URL field would leak out custom article field in Help Center
- DPLEG-510 - "File" custom field is displaying broken on "Register" page
- DPLEG-424 - Pagination issue: Can only View 10 Approval Types
- DPLEG-489 - Ampersands can't be set in URLs by triggers
- DPLEG-495 - API: Cannot add more than 1 article via API batch request
- DPLEG-519 - Using the Ordered By/Group By function does not work if there are certain characters in a text field in Agent Interace
- DPLEG-520 - Ticket Update Triggers did not apply when “SLA Passing” criteria was included
- DPLEG-550 - 'Has been emailed a specific template' trigger criteria only shows emails from legacy template editor
- DPLEG-552 - If a user has access to 0 departments on a particular brand through

their usergroup, they are still able to submit tickets to the default department for that brand.

- DPLEG-585 - CAPTCHA isn't enforced when submitting registration for an email already registered in the system
- DPLEG-598 - Bug around “Preview As Guest” in Helpcenter Template Editor
- CH-19542 - Not all chat departments were displaying in Messenger configuration in a multibrand setup
- CH-24975 - Emails forwarded out from certain tickets were appearing blank