Deskpro release 5.12

2017-11-14 - Benedict Sycamore - Comments (0) - Deskpro Releases

We're delighted to announce the release of Deskpro 5.12

Deskpro 5.12 includes the product updates, feature updates, improvements, bug fixes listed below:

Follow Ups
- Set up automations to run specific actions on individual tickets after a defined period of time has elapsed, or on a specific date with our brand new 'Follow Up' feature. Read more about Follow Ups here.

Feature updates
- It is now possible to duplicate and edit existing triggers

Improvements
- User first name can now be used as a snippet variable in the dropdown selection
- Overlay when changing an agent, team or ticket improved
- Colors in customized portals now improved and updated for new guides system
- 'Copy ID' function now no longer relies on flash to run properly
- Ticket ID field now displays in linked tickets tables
- Framework added for CRM links to be opened directly in iOS app for future improvements
- React javascript library updated to newer version to improve front end interface performance and capabilities
- Improved caching rules for image blobs if the system resizes
- oAuth now available for both agents and users
- Ticket note '@' mentions now working correctly through the API and Android app
- Poor performance issues in Live Chat resolved

Bug Fixes
- Bug creating errors with timestamps on emails fixed. Email messages relayed through Exchange Web Services are now imported into the in

correct chronological order
- Attachments with long file names no longer truncated and corrupted
- Snippet changelog now displaying correct times and dates
- Ticket grouping by total waiting time now working correctly
- Portal search results now work correctly when clicked
- Hierarchies in reports now displaying correctly
- CRM pop-up window gear icon now working correctly
- Reports now exporting to PDF correctly
- Linking tickets to chats not working and displaying correctly
- Department user title of "." no longer causes PHP to crash
- 'Exception' bug no longer occurring when modifying the knowledgebase
- '400' error when viewing outgoing email log now resolved
- Guides section now hidden on the user portal if no guides have been published
- Problems loading ticket lists when user is not found now resolved
- Issues with babel-polyfill conflicting with Deskpro widgets now resolved
- Visual bugs in Snippets V2 addressed
- Bug when displaying 'Departments' in Admin Interface now fixed
- Default sort order for ticket lists is now by urgency in descending order
- Error when accessing CRM ticket list now resolved
- Compatibility issues with legacy PHP versions and MPDF library fixed, improving PDF generation and conversion
- Bug where certain agents received a 500 server error when attempting to access CRM profiles now resolved
- Trello app installation bug now fixed
- Login link from chat widget now a full URL
- Helpdesk onboarding process now working correctly for new agents
- Issue with the Deskpro Windows Installer download resolved

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.