DeskPRO Build #5.5.3 Released

2017-04-03 - Lauren Cumming - Comments (0) - Release Announcements

Release version #5.5.3

This release resolves a bug with the live chat widget

Fixes

- The original problem was that users who had access to two or more chat departments would see the option to start a iive chat with all departments (when 'Ask for information before chat commences' is on) regardless of whether there were agents online or not e.g They could still select to chat with Support if no support agents were online which led to lost chats. We have implemented a fix for this so that department results that appear in pre-chat information, are filtered depending on which departments are still online. Therefore your users will only be able to select to chat with departments that are actually online- they will not see options for those that are offline at which point they can decide to create a ticket instead.

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.