

Novità > Deskpro Releases > Deskpro 5.10.4 Release

Deskpro 5.10.4 Release

2017-10-09 - Benedict Sycamore - <u>Commento (1)</u> - <u>Deskpro Releases</u>
We're delighted to announce the release of Deskpro 5.10.4

Deskpro 5.10.4 includes the feature updates, bug fixes and improvements listed below.

Features

Changelog now available for snippets

Improvements

V2 Instant Messaging no longer heavily impacts browser performance

Bug Fixes

- Adding multiple labels in mass actions no longer merges labels
- Chat alerts now display in correct agent language regardless of user nationality
- 'Delete Comment' option now working in feedback on the user portal
- Logging warnings regarding article PDFs on the user portal resolved
- Using search now no longer breaks agent interface
- Tasks created in tickets now display correct times
- 'Category' field in ticket view dropdown menu now appearing correctly
- Portal date widget now uses full locale instead of language only
- 'Cog' used to edit comments on articles and other media now working correctly
- Users can no longer submit tickets from invalid email address domains
- Flagging options in mass actions now display custom names and colors of flags correctly
- 'Grey bar' bug when attempting to log in on Deskpro for Android fixed
- Resetting password after Deskpro Cloud has expired now enabled
- CRM phone number information updated via API now displaying correctly
- Custom fields now grouped and displayed correctly
- Removing usersources now working correctly
- Hovering over messages in chat now reveals correct name of sender
- Chat alerts no longer appear for agents with permission to view chats disabled
- Input '{{{}}}' no longer breaks user interface
- Macros and snippets now pull preselected CRM information when creating

new tickets

- User profile photos now displaying correctly
- Problem when applying macros which contain instructions to add response from snippet now resolved
- Creating new task no longer shows 'Me' in place of visibility field
- Ticket notifications in Gmail now link to the correct destination
- Fields now displayed correctly during ticket creation in the agent interface
- Agent '@' notifications now working correctly

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.

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Absolutely loved the entire post, quite interesting and had a great time going through it. Thanks for sharing this with us and I hope to see more such good shares from you.