

Deskpro 5.11 Release

2017-10-23 - Benedict Sycamore - Comments (0) - Deskpro Releases

We're delighted to announce the release of Deskpro 5.11

Deskpro 5.11 includes the product updates, improvements, bug fixes listed below:

Deskpro Guides

- Create your own library of instructive user manuals for your users using our latest feature; Deskpro Guides. Build Guides to supplement your knowledgebase articles on your Deskpro user portal. Read more about Guides [here](#).

Bug Fixes

- Agent ticket permissions no longer showing incorrect lists in CRM
- Server error when viewing outgoing mail log resolved
- Linked chats now show if the specific brand has chat disabled or not
- Blank avatars no longer affect ticket display
- Elastic search results now displaying correctly
- Resetting the helpdesk demo and clearing agents now possible
- URL auto-correct now working correctly
- Ticket properties overlay no longer prevent agents from making modifications to the ticket
- Web URL resolution now loads from current host
- Issues with SSO return URLs resolved

Improvements

- Multi-brand support for the importer tool has been introduced
- Ability to collapse longer lists of teams or permissions groups when modifying agents introduced

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.