Deskpro 5．9．0，5．9．1

2017－08－23－Benedict Sycamore－Comments（0）－Release Announcements

We＇re delighted to announce the release of Deskpro 5．9．0．

Deskpro 5．9．0 includes the bug fixes and improvements listed below．

## Improvements

－Pusher realtime notifications now display the correct information when tickets have been assigned to another agent
－Deskpro now supports realtime notifications without using third party software like Pusher
－Custom Organization fields are now compatible with reporting features
－User and Organization fields are now customisable using a＂click to edit＂ feature
－Now possible to select＂Agent Team＂as a display option in the ticket view
－Improvements to the Trello app include：
－Trello app incorrectly showing a number after cards have been removed is now fixed
－Clicking on a trello card created through the app would lead to a blank page，this now leads to the card

## Bug Fixes

－Display is now more responsive and dynamic when editing tickets from the User Portal
－Outlook recall messages no longer spam the helpdesk with notifications
－Reports on Snippet usage by agent are now fully populated
－HTTP caches from previous Deskpro builds are automatically cleared after performing an update
－The trigger action＂Ticket Log＂now usable
－Option to merge now available when trying to modify agents，and all user ticket history is retained when permissions are escalated to another agent
－Timestamps on ticket responses now display hover－over information regardless of whether they＇re set to relative or absolute
－All ticket labels are retained when adding criteria in Triggers and Escalations
－Polish language characters no longer open pop－up windows when typed

- Pusher events larger than 10KB now appear in realtime
- Multi-selecting custom fields behaviour improved
- Ticket URLs in email notifications now linking properly
- ‘@’ symbol now recognised as a special character in password requirements
- Grouped tickets over 6 months old now displayed accurately
- Deleting a draft article no longer removes the Knowledge Base category it was assigned to
- Pop-up windows now more dynamic and responsive when multiple emails are input
- "Publish" icon no longer unresponsive if clicked when publishing is disabled
- Tickets now ordered properly in the "All Tickets" view
- Magneto and Joomla links working correctly when in "Install Widget in CMS" view
- Copy and paste functions now working correctly in ticket reply boxes
- Emojis in agent replies are now displayed correctly
- Saving general helpdesk settings no longer overrides multi-brand settings
- Agent Activity Report now displays information accurately in Chrome/Windows 10 and Safari/Mac 10.11
- Issues with incorrectly rendering certain custom fields have been resolved
- "Set Ticket User" in ticket triggers now working correctly
- Email validation loop eliminated
- Mass actions now performable when selecting multiple Snippets
- Tickets are no longer incorrectly merged as duplicates
- Chat sessions with banned users now display a "User is blocked" message
- Kayako import function now improved to display correct message dates
- Problem while enabling Beta V2 IM bug resolved
- Improvements and fixes to porting of V1 snippets into the V2 interface


## V2 Snippets Improvements \& Bug Fixes

- It's now possible to browse Snippets in any supported language, regardless of the language associated with the open ticket
- The Snippets pop-up window has been improved so creating, editing and attaching files to Snippets is easier
- It's now possible to customise individual Snippets so they automatically change text content based on channel
- Snippets shortcode now modifiable without refreshing
- The snippets window no longer 'snaps' to the top when you clicked out of it
- When applying a snippet while creating a ticket, the new snippet no longer prevents sending the ticket out, and the "Send Reply" button is now fully responsive


## Bug Fixes 5.9.1

- Fix possible PHP notice in ticket list when user waiting time is zero
- Fix admin notification settings where you could not go back to polling after enabling pusher
- Fix bad results being returned from ElasticSearch when using Tikka and there are large attachments
- Updated languages
- Fixes to Trello app

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

