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Deskpro Release 2026.4

2026-08-12 - Dan Sayer - [Comments \(0\)](#) - [Deskpro Releases](#)

Introducing 2026.4.0

This release focuses on the agent and admin experience. Alongside a round of ticket and Help Centre improvements, it brings simpler and more secure AI datasource handling, snippet and macro fixes, and a set of authentication and security updates.

tl;dr: what's new? ☐

A quick look at where we spent our time this release:

- **Tickets:** Replies now reach the address the person emailed from, and agents can bill their own tickets.
- **Help Centre:** Articles save reliably again, and portal dates show in the right language.
- **AI:** AI chatbot can again draw on files and web pages, with datasource access controlled server-side for tighter security.
- **Snippets and macros:** Sort snippet categories automatically, and the Macros admin page loads on MariaDB again.
- **Authentication and security:** "Remember this device" is honoured again, and note-only agents' email replies are added as notes instead of being rejected.
- **Other:** Improved accessibility across admin pages, and live agent status in Round Robin.

Tickets

Fixes across ticket lists, the new ticket form, reply routing, and billing.

- Grouped ticket lists now page correctly when a custom field holds multiple values, so no tickets or groups drop off the end of the list.
- Agents who can edit CCs on their own tickets can now add CCs in the new ticket form, not only after saving it.
- The new ticket form no longer lists departments you can only assign to, so choosing a department no longer errors on submit.

- The new ticket screen no longer fires an unnecessary message-loading request that failed in the background.
- Replies now go back to the address the person emailed from, instead of defaulting to their primary address when they wrote in from a secondary one.
- Agents with own-ticket billing permission can now use the billing feature on the tickets they own, with the Bill option appearing where it should.

Help Centre

Form, article, localisation, and icon fixes across the customer-facing Help Centre.

- Following a link to a different department's new ticket form now starts a fresh form with that department selected.
- Articles no longer fail to save with a 403 error caused by unfinalised file uploads.
- Relative dates such as "2 days ago" now display in the portal's language rather than always in English.
- Icons from the newer icon set now render in the Help Centre instead of appearing as empty boxes.
- Custom category images now sit centred within their circular background.

AI

Simpler, tighter control over the content AI features can draw on.

- AI chat answers can again pull from uploaded files and web page sources, while AI search stays limited to your public Help Centre content: news, guides, and articles.
- AI features now decide which content they can access based on the trusted service making the request, rather than trusting the request itself. This tightens security around what the AI can retrieve.

Snippets and macros

More complete snippet search, a new way to order categories, and macro load and preview fixes.

- Snippet search now returns every match, not just matches within the first page of loaded snippets.
- Snippet categories can now be sorted A-Z or Z-A as well as manually, so newly added categories stay in order everywhere agents see them.
- The Macros admin page now loads on MariaDB, where it previously failed once any macro existed.
- Macro previews render labels inline again, and macro actions that were failing to load now display correctly.

Authentication and security

Sign-in, password, email reply handling, and a voice security hardening.

- "Remember this device" now keeps agents signed in for the configured period, instead of prompting them to sign in again the next day.
- The reset-password form now shows a proper message when the confirmation field is left empty, instead of raw placeholder text.
- With "process email replies as notes" enabled, an emailed reply from an agent who only has note permission is now added as a note, instead of being rejected.
- The inbound email rate-limiting setting now sits in the Inbound Email Settings section, with clearer help text explaining what it controls.
- The Twilio voice credit cache now uses safe JSON instead of PHP unserialisation, removing an unsafe deserialisation pattern.

Other

A few admin and reporting improvements that don't sit neatly under one area.

- We improved the accessibility of several admin pages, adding clearer labels and better screen reader support across tickets, AI, workforce management, social channels, macros, and email settings.
- The status dot next to each agent in Round Robin now shows live online status, green when online and grey when offline.
- Report totals from `DPQL_TOTAL ( )` now line up under the correct columns in the reports UI, matching the CSV and HTML exports.
- You can now clear the agent and team on missed-call ticket properties in a voice queue, so missed-call tickets can be left unassigned.