

Deskpro 2018.1 Release

2018-05-21 - Benedict Sycamore - Comments (0) - Release Announcements

We're delighted to announce the release of Deskpro 2018.1

Deskpro 2018.1 includes the product updates, new features, bug fixes, and additional company updates listed below:

New Release Numbering

We've changed how we number Deskpro versions and release announcements. You can read more about why and what that means [here](#).

SSL Available as Standard

We've enabled SSL for all cloud customers. Find out more about that [here](#).

New Reports

We've completely updated Deskpro Reports with new features, functionality, interface and more. You can read [this post](#) to discover everything you need to know about new reports.

Multibrand Update

We've made a number of significant changes and improvements to the way multibrand works in Deskpro. Check them out [here](#).

Improvements

DP-1620: It is now possible to translate custom field choice items

Language: Français (French) ▼	Default	Translated
Resources All Custom Phrases Ticket Departments Chat Departments Products	Support	Au secours!
	Sales	Prix réduit!
	<input type="button" value="Save"/>	

DP-999: New field type added: File

DP-997: New field type added: Currency

DP-1001: New field type added: URL

Url
This is a url field lets you enter any url links.

Currency
This is a currency field lets you enter any money values.

File
This is a file field lets you attach any files.

DP-1412: Added skip-re-index option for the dp:import-apply command

DP-1304: Creating linked feedback from ticket display now improved

Linking with ticket: test

Subscribe Ticket Owner (Christopher Padfield/chris.padfield@deskpro.com) to Feedback
 Subscribed (0) Ticket Participants to Feedback

Type Suggestion **Status** Deferred **Labels**

Attachments
Choose Files No file chosen

User
Christopher Padfield (chris.padfield@deskpro.com)

Title
test

Description

B I U

↖

test

~~~~~  
Chris Padfield  
CEO, DeskPRO Ltd.  
<http://www.deskpro.com>

DP-975: Options added to filter tickets based on ticket ID and person ID

**Title \***

This title will be displayed in the agent interface in the Filter list. It should be kept short.

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**Permission**

- Everyone can use this filter
- This filter belongs to a specific agent
- This filter belongs to a specific team

**Search Terms**

When you run this filter, only tickets that match all of the search terms defined here will be included in the result. ✕

**if** The following conditions are met:

|            |    |                      |                |
|------------|----|----------------------|----------------|
| Ticket ID  | is | <input type="text"/> | <span>✕</span> |
| Ticket Ref | is | <input type="text"/> | <span>✕</span> |

**Criteria**

- is
- is not
- >
- >=
- <
- <=

**Save**

DP-1634: Deskpro brand on login updated

## Feature Updates

DP-1079: Trigger criteria now available for "CC added"

**2 Triggers**

- 5 Department Triggers ⌵
- 3 Satisfaction Triggers ⌵
- Send agent notifications 🟢
- Send email notification to added CC user 🟢

**+ Add**

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**Title \***

This title will be used throughout the admin interface to refer to this trigger.

**Event** When a property on a ticket is changed

- By a user  By an agent
- via the web  via email
- via the API

**Criteria**

The criteria section is a list of terms that must match before the actions are applied to the ticket. ✕

**when** The following conditions are met:

|              |                  |                |
|--------------|------------------|----------------|
| User Message | does not exist   | <span>✕</span> |
| <b>and</b>   | CC(s) were added | <span>✕</span> |

**Criteria**

**or** The following conditions are met:

**Criteria**

**Actions**

These actions will apply when all of the criteria pass. ✕

**then** The following actions will run:

|                                                           |                                                |
|-----------------------------------------------------------|------------------------------------------------|
| Email Address to Send to (separate multiple with commas): | <input type="text" value="{{new_cc_emails}}"/> |
| Template:                                                 | Added as CC <span>edit template</span>         |
| Send Email From Name:                                     | Helpdesk Name (Helpdesk) <span>⌵</span>        |
| From Email:                                               | The account set on the ticket <span>⌵</span>   |
| Headers:                                                  | <b>Add header</b>                              |

**Action**

**Save** **Delete**

## Bug Fixes

- DP-1520: List of agents in Instant Messaging now displayed in alphabetical order
- DP-167: Adding CC when "Notify new CC" trigger is enabled now working correctly
- DP-1625: Ticket variables in new ticket snippets now working correctly
- DP-1511: Portal search logging no longer saving type-ahead searches
- DP-1597: Text attachments no longer recognised as text version of email
- DP-1535: Agent with 'view only' permission is no longer able to change ticket followers
- DP-786: Active Directory no longer fails to sync if login actions set
- DP-1430: Data Saver in Google Chrome prevented from causing errors
- DP-1437: React-timeago package updated resulting in improved relative date and time display
- DP-1571: Bug with triggers in Email Templates working resolved
- DP-793 Mcrypt extension now listed in recommendations for on-premise documentation
- DP-1152: New User registration no longer fails if Deskpro exists in a subfolder
- DP-1451: Bugs with Agent IM message input resolved
- DP-1478: Editing custom choice field no longer places integer into search box
- DP-1348: Create new Note button updated with new language
- DP-1518: Removed unnecessarily rounded percentages
- DP-1499: Asset path configurations now working correctly
- DP-1457: Note menu now displaying correctly
- DP-1359: Follow-ups calendar showing days of the month correctly
- DP-1396: Error when selecting brand in a new guide topic from a different brand resolved
- DP-1205: Follow-ups now working correctly with translation and languages
- DP-1197: Agents can no longer use "set as normal message" function without permissions
- DP-1042: Attachments now sending when forwarding messages from a ticket
- DP-991: Old instances of 'DeskPRO' replaced with 'Deskpro'
- DP-962: HTML bug in emails creating blank tickets resolved
- DP-1360: Global API limits enforced based on admin settings
- DP-1355: Bug creating inability to set helpdesk URL resolved
- DP-1300: API user validation improved

DP-1234: Entries in usersource\_sync\_log now cleared after 30 days

DP-1214: Reports cross referencing snippet use and tickets now working correctly

DP-173: PDF files now sent through Deskpro now working correctly

DP-1245: Bug causing implementation of react-intl instead of agentPhrases in LegacyAgent now resolved

DP-1353: Global API limits removed from database

DP-1357: CSV reader in importer tools fixed

DP-1281: Attachments are no longer duplicated on outgoing emails

DP-1301: Tooltip added to Agent IM avatars

DP-849: Bug disallowing Monday as valid weekday in custom fields resolved

DP-1225: Converting built-in field to custom field now working correctly

DP-1210: Editing guide category now working correctly

DP-1199 Unchecking a checkbox field through macros now working correctly

DP-1137: Snippet attachments are now updated properly for other agents

DP-781: Now possible to change urgency of an open ticket even if a required field is not satisfied

DP-616: Browser notifications no longer showing escaped HTML entities

DP-191: Browser notification duration now working correctly

DP-1206: Date input widget now using locale of selected interface language

DP-1233: Additional number now not shown when seeing groups listed in IM

DP-995: Option to unset value in radio field added

DP-1694: Issue with reports showing legacy snippets resolved

DP-1692: Bug causing error with split messages to new ticket now resolved

DP-1638: Brand default email accounts now displaying correctly

DP-1228: Trigger/Escalation filter error with "Date Archived" criteria fixed

DP-1484: Links no longer removed from articles when using Froala editor

DP-1485: Froala Editor | When you insert tables and add format to it in articles and visit the html and save the formatting is removed

**Thanks for reading**

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.