Deskpro 5.10.4 Release

2017-10-09 - Benedict Sycamore - Comments (1) - Release Announcements

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.

Comments (1)

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Taylor

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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.