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# Deskpro 5.13 Release

2017-11-27 - Colin Dunn - Comments (0) - Release Announcements

We're delighted to announce the release of Deskpro 5.13

Deskpro 5.13 includes the feature updates, improvements, and bug fixes listed below:

#### **Chat Round Robin**

• Automatically and evenly distribute live chats to agents based upon criteria that you determine. Find out more about Chat Round Robin <u>here</u>.

### Apps & Integrations

- We have released two new brand new applications to further power your helpdesk
  - Custom HTML
  - Custom JS
- Further improvements have been made to the following Deskpro apps and integrations
  - ∘ <u>Trello</u>
  - Zapier

#### Improvements

- Dates associated with downloadable resources are now based upon the latest upload of that resource, rather than the date of the original post.
- New API command added to clear all current sessions the user has open, logging them out of the helpdesk:
  - POST /people/{id}/sessions/clear

#### **Bug Fixes**

- Escalations based on usergroup criteria now working correctly
- Email addresses now displaying correctly after a user search
- After updating user avatars, old avatar data is now deleted
- Blank CSV export bug issues resolved
- Initial Deskpro set up and licensing no longer generating errors
- Bug when chat turns off at random has been resolved
- Using arrow keys in chat no longer affects the display of previews
- Bug causing the contents of the chat window to erase when using the arrow keys
- Bugs causing errors in Follow Ups related to permissions settings are now

## fixed

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.