

Deskpro 2019.7 Release

2019-09-02 - Colin Dunn - Comment (1) - Release Announcements

We are pleased to announce the release of **Deskpro version 2019.7**. This includes new feature additions, as well as performance improvements to your helpdesk.

Features:

- [Add relative due dates to the "Create Task" automation action](#)
- [CC'd recipients are shown on inbound emailed messages](#)

Improvements:

- DP-3550 New variables to expose ticket satisfaction: `{{ feedback.message }}` and `{{ feedback.rating }}`
- DP-3538 Ability to render ticket message content in webhook with new variable `{{ticket_object.getLastReply().message}}`
- DP-3478 Snippet usage counter improved to become more accurate
- DP-3274 Enhanced behaviour when deleting/merging built-in custom field pre-defined entries
- CH-822 [Software support for TLS 1.1 and 1.2 has been added to mail connections](#)
- CH-1459 [Expose table "download_subscriptions" to DPQL](#)
- CH-1466 Add brand mapping to the CSV user importer
- CH-2100 Full department hierarchy now shown in the ticket view in the user portal
- CH-1477 Update all automations and filters when custom field options are changed
- CH-281 [The feedback feature has been renamed to community](#)

Bug Fixes:

- DP-3267 Expose the "Sort" drop-down option on the feedback portal page to phrases so it can be translated.
- DP-3310 Ticket SLAs which are being marked as 'Complete' get reverted/recalculated if a new note/reply is added to the ticket
- DP-3540 Organisational usergroup permissions incorrectly overriding custom per-user usergroup settings.
- DP-3271 (Reports) Currency custom field type did not display the value correctly in a custom stat
- DP-3235 (Reports) Ignore 'ticket.id' autolink in subqueries in DPQL v2
- DP-3522 Unable to add a new agent to a chat queue if existing agent was deleted

- DP-3473 Converted custom email templates don't disappear from the list to be converted after changes
- DP-3232 Remove limit of 10 usergroups when assigning permissions to chat
- DP-3157 Omni-search did not include chat ID's if Elasticsearch was disabled
- DP-3101 Added missing Alias props for Article and Chat custom fields
- DP-3494 (LDAP) Fixed email domain association for users synced through LDAP. Corrected "Creation By" detail.
- DP-3528 Improve confirmation message when adding/deleting custom field options.
- CH-886 Error appeared when using "Forward as a new linked ticket" feature
- CH-765 Error appeared when agent attempted to delete a comment on a guide topic
- CH-997 Google fonts now bundled into the Deskpro to prevent need for external calling of assets
- CH-1016 File permissions corrected for those moving onto S3 file storage.
- CH-824 Tickets were incorrectly showing as locked to an agent in certain reply situations
- CH-775 Times in custom references now correlate to the correct helpdesk timezone
- CH-789 Linked ticket was assigned to default brand rather than brand of parent
- CH-671 Pasted images in user portal replies appear in the wrong place
- CH-804 Translating agent replies using the MS Translator app created unwanted HTML
- CH-833 "Go" agent permalink/URL needs to follow merged tickets
- CH-971 Article language drop-down selector doesn't save the selection
- CH-748 Unable to unset a predefined field when hierarchy/child options are used
- CH-651 Ticket loading fails and appearance bugs out when opening multiple tickets quickly
- CH-666 Autofill incorrectly being triggered in certain areas of the agent interface
- CH-673 First reply SLA should not be completed when the ticket status is changed and no agent reply exists
- CH-662 V2 API department permissions improved
- CH-665 Snippet shortcut menu inserts even when one is not selected
- CH-668 A user can initiate a chat when an agent who is not in any chat queue is set online for chat
- CH-656 Clicking on the category folder tab in the Publish area doesn't load the target on the first click
- CH-1285 Incoming email attachments file names appearing corrupted
- CH-1022 Improved smoother user experience while using custom stats in the reporting area
- CH-1164 Attachments were removed when creating a ticket via "forward as a linked ticket"

- CH-904 Stats with pre-defined custom fields causing issues when embedded as widget in a custom report.
- CH-659 GUI Bug: Omni-search box dropdown appears undesirably when loading agent interface in Chrome.
- CH-752 Navigating to agent preferences showed a blank page instead of defaulting to "Profile"
- CH-1352 Improved "Can edit/delete without logging original" agent permissions behaviour
- CH-1082 Inbound email 'cutter' improved so all intended contents of a message enter the ticket
- CH-1639 Properly log auto responder events into the changelog of CRM profiles.
- CH-1025 Incorrect statuses showing for linked tickets
- CH-1579 Date custom field value can be incorrect in a stat when using date formatting in the query
- CH-1000 Error when saving "Monday" in a date field when "Mon-Fri" are specified criteria
- CH-733 Resolve issues with the Snippets editor window in the Safari web browser
- CH-1653 The "HTML Button" was duplicated in the Snippets text editor
- CH-1343 Removed unwanted HTML when viewing a "Forwarded Email" log within a ticket
- CH-1650 Conversational style of chat displaying incorrect "No matches found" messages
- CH-1598 Improvements to admin area when Turkish language set
- CH-2134 Agent interface GUI improved when creating ticket with a new user
- CH-763 Double loading glitch of sidebar after using "Impersonation mode"
- CH-1393 Live chat window toolbar cuts off on narrow browsers
- CH-1180 Password reset emails not containing proper link if license had expired
- CH-1092 General improvements to the portal contact form appearance across different browsers
- CH-1867 Portal search behaviour improved when special characters are included
- CH-1851 Unable to select CRM type labels in automation criteria
- CH-2385 Can't edit a report stat if there is a compile error