

News > Deskpro Releases > DeskPRO v3.1.0 Released

## DeskPRO v3.1.0 Released

2007-11-27 - Chris Padfield - Comments (0) - Deskpro Releases

We are pleased to announce the release of DeskPRO v3.1.0.

DeskPRO v3.1.0 introduces a number of major improvements on v3.0.x as well as a range of more subtle improvements. Major features include:

\* Sub categories for categories and custom select fields

\* Automatic searching of the knowledgebase upon ticket submission

\* Custom fields dependent upon the category, for example have custom fields that only apply to a particular support category or sales enquiry

\* Authentication from multiple external databases including LDAP, vBulletin, etc

\* An improved look and feel for the tech and admin interface

\* A completely new reporting system with thousands of pre-configured statistics as well as the ability to create your own custom ones

\* A new knowledgebase management system to make it easy to organise and manage knowledgebases of all sizes

\* Introduction of companies and user groups to aid in user management

We have created a PDF brochure that explain some of the new features in DeskPRO v3.1.0. You can view this here:

http://www.deskpro.com/deskpro/deskpro\_3.1/releasedoc.pdf

You can view a more detailed changelog here: <a href="http://www.deskpro.com/deskpro/change\_log/">http://www.deskpro.com/deskpro/change\_log/</a>

You can download / view demos of DeskPRO v3.1 here: http://www.deskpro.com/deskpro/demos/