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2020-12-04 - Colin Dunn - Comments (0) - Deskpro Releases

We are pleased to announce the release of **Deskpro version 2020.3**. This includes a mixture of general improvements and bug fixes.

Improvements:

- DPHC-57 Improve terminology "Published by" to "Authored by"
- DPHC-58 Improved scroll behaviour in Guides with large amount of topics
- DPHC-64 Improve appearance and behaviour of default avatars throughout portal
- DPHC-77 Improve search result rankings in published content
- DPHC-116 Improvements to contact form to better handle pre-formatted text
- DPHC-146 Improved styling throughout guides
- DPHC-150 Add "Date Created" when viewing a ticket on Help Center
- DPLEG-46 Improve formatting a horizontal text placement in new email templates
- DPHC-117 Admins now able to export themes for all multi brands
- DPHC-158 Improve styling when no topics are returned during a guide search
- DPHC-166 Add ability to rename title of related links
- DPHC-183 Add translation phrase for "Search table of contents" in Guides

Bug Fixes:

- DPLEG-7 Can only view first 10 approval templates
- DPLEG-10 Only able to add one "Follower" at a time via Mass Actions
- DPLEG-20 News subscriptions in multi brands not being notified
- DPHC-113 Historical chats and tickets not displaying properly in multibrand portals
- DPHC-59 Unwanted variable text appearing below Add Comment Section under Guide topics
- DPHC-62 Cleaned up emails in Community to remove unwanted HTML tags
- DPHC-63 Time in 'My tickets' date created column shows UTC rather than local time
- DPHC-66 The Community Topic count displayed on Help Center is inaccurate
- DPHC-69 Unwanted variable shows in helpcenter chat log if chat is ended early
- DPHC-78 PDF Export of a ticket contains unwanted HTTP header
- DPHC-80 Comments on published content containing hyperlinks were not clickable
- DPHC-93 Enabling helpcenter fails with empty templates

- DPHC-96 The 'Reset' button for the contact form in Help Center should reset all field values
- DPHC-109 Ticket embed pulls through full page instead of just the contact us form
- DPHC-99 Phrase missing in confirmation popup when pressing "Reset" in the contact us form
- DPHC-112 Published content templates not working with Multi Brand
- DPHC-145 Unable to navigate to other guides when viewing a topic
- DPHC-135 Organization managers should have access to their organization's tickets in Help Center even if they aren't a user/participant in any tickets
- DPHC-119 Hidden Topics still appearing in count for categories in Community
- DPHC-138 Download Custom Fields don't show in Help Center
- DPLEG-30 "usr/bin/mariadb not valid as a mysql path" error when upgrading
- DPLEG-35 User can only View 10 Approval Templates on ticket
- DPLEG-37 "Log in" button not responding in Help Center
- DPLEG-39 Users being redirected to the default brand when logging out from the help center
- DPHC-163 Download as PDF button doesn't work when Ticket Ref Codes are disabled
- DPLEG-48 Editing ticket properties removes linked chat
- DPLEG-51 Cannot add phone number to Contact Information through API
- DPLEG-57 Multi-Domain / Usersource SAML login issues
- DPHC-164 Switching between guides leads to a blank page
- DPLEG-68 XSS vulnerability addressed
- DPLEG-70 Delete old profile pictures when changing them
- DPHC-165 Guide images appear broken after editing and saving changes
- DPLEG-80 Cannot download CSV in Reports on Safari
- DPLEG-84 Cannot add to custom Time Log & Billing Fields through the API
- DPHC-167 Order is wrong when sorting tickets by last action
- DPLEG-111 CSV export returns max 1024 tickets
- DPHC-182 Variable showing in place of "Show less" in Ticket Deflection
- DPLEG-119 Error when creating a new Ticket Approved in a certain way
- DPLEG-126 Organisation incorrectly set to 'none' when adding a ticket via the API
- DPHC-191 Moving page from one guide to another converts page into Volume
- DPLEG-157 CSRF error when trying to submit a ticket via the ticket submission form on website when using Chrome
- DPLEG-145 Fix encoding in guides

Messenger feature:

- DPMSGR-10 [Messenger] When a user sends a message via Messenger, the message still appears as being typed in Agent
- DPMSGR-22 [Messenger] Server Error when submitting tickets from secondary

brand

- DPMSGR-80 [Messenger] Icon for the bot which sends initial message is now customisable
- DPMSGR-38 [Messenger] "0" showing up as agent name when agent joins conversation
- DPMSGR-81 [Messenger] Domain whitelisting for messenger returning an error (multiple brands)