DeskPRO Build #5.5 Released

2017-03-13 - Lauren Cumming - Comments (0) - Release Announcements

Release version #5.5

We are excited to release a new version of DeskPRO which has a number of new features, bug fixes and improvements.

Features

- Added the ability to filter the reports dashboard by team- more info here
- Ability to extract Zip (gzip/tar) files and download specific files only- more info here
- Added Hijri calendar (Arabic) for custom date fields- more info here
- Added option to disable CSP headers (On-Premise helpdesks)- more info here
- Added ability to disable certificate validation for SMTP outgoing email settings- more info here

Improvements

- We have added a number of performance improvements:

1. Reduced memory usage on busy helpdesks and/or when DeskPRO is open for long periods of time

2. Overall performance improvements (e.g. opening tickets, closing tickets, switching between tabs)

- Added new APIs for the chat widget
- Added agent shortcut URLs for perma-linking to tickets, chats, users, organizations and content

```
/agent/go/ticket/{ref}
/agent/go/ticket/{id}
/agent/go/person/{id}
/agent/go/person/{emailAddress}
/agent/go/organization/{id}
/agent/go/article/{id}
/agent/go/download/{id}
/agent/go/news/{id}
/agent/go/feedback/{id}
/agent/go/chat/{id}
```

Fixes

Chat

- Number of connected agents on live chat were not linking correctly with chat departments by brand
- Under Admin > Site Widget & Chat Settings > Chat Settings, usergroup permissions were not allowing you to select custom usergroups
- Ability to delete chat transcripts from the agent interface has been added
- Issue with reopening a chat resolved - could not reopen after ending
- Improvements made to using chat on landscape mode on mobile devices
- Disabling the user portal made removed ability to use chat widget on external sites
- Left edge of proactive chat widget pop up was missing
- Chat was only working if 'Ask for more information before chat commences' was turned on
- IP ban on live chat was not working
- Missing translations in chat widget fixed
- If you view a chat as an agent but don't join, incorrect notification messages were appearing e.g 'Agent X joined/left the chat'

Admin

- When viewing an agent an error will display if they have access to 'Can create new tickets' but do not have access to any departments
- New department or email account was showing a warning that triggers were disabled (when they were not)
- You could not create automations or filters based on child fields
- Lockout time for ticket 'lock' feature was not displaying options
- CSV import timeout error

- Audit logs added to track when an agent is deleted and turned into a user
- If users names are not provided in a CSV import, create based on their email addresses
- When you add a new brand it was automatically adding it to all departments
- Email templates were not picking up when portal was disabled and hiding the links to portals accordingly
- Notice added to department and email account secions when trigger groups are disabled
- CRM CSV importer was not importing/ mapping phone numbers

Agent

- When creating News/Knowledgebase articles with the status Unpublished, an automatic publish date was being added for the same day
- Waiting time grouping for tickets was incorrect for >6 month category
- @mention notifications are always accessible to agents even when setting to prevent notification changes is turned on in Admin
- Creating linked tickets was not bringing across the first user message
- Time Log and Billiing issue with the Dutch language pack- minutes and seconds charges were not saving
- Custom user fields were not appearing on agent ticket properties form in some cases
- Could not edit per org custom fields on agent ticket layout using click-to-edit
- When tasks have a long title, gets wrapped and hard to see all of the text - you can now hover over it to see full text
- Mass actions were remaining selected
- Issue with browser notifcations appearing in language set of other agents
- Improvements to agent reset password permalink
- Ticket date field before 2002 will not allow ticket resolution
- Snippet shortcut codes not working in agent interface for mass actions

User Interface

- Prevented bots from clicking vote buttons on content
- Search from the search box in 'Tickets' was not returning results by ID or REF code
- Calendar widget was not working in ticket edit mode in the user portal
- Downloads file type was lost after the latest version
- Fixed poor perfromance on ticket list on some large helpdesks
- Sidebar with disabled news caused portal to fail to render
- Upload picture phrase from 'Your Account' was missing
- Counts of knowledgebase articles for the first category were displaying incorrect counts
- Contact form submission error 'expired' on intranet account

Usersource, Apps & API

- API login does not enforce rate limits
- Inability to create organization properties tab via Widget creator
- Usersource syncing was broken - Active Directory
- Fixes to the Magento app
- SAML auth with Azure and Office365 were not working
- Usersource login action to add label was failing with duplicate error
- Updating organization data was failing on 'Phone Number' and 'Country'
- Issue with SSO not taking you to the last page you were on
- Creating a ticket through API v2 was not adding SLAs automatically

On-Premise Errors

- File integrity check was failing on last build
- DBVerify was failing with a negative file size
- Logging warning when cleanup was failing on cron
- Exception: 0 An exception has been thrown during the rendering of a template
- A non-numeric value encountered
- Maximum execution time of 40 seconds exceeded
- Admin > Server > Incidents > View Incident was returning HTTP 500 errors

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.