

Deskpro Release 2025.1

2025-01-31 - Lara Proud - Comments (0) - Deskpro Releases

Welcome to 2025!

After a year of growth and transformation in 2024, we're back and ready to continue building on that momentum to elevate your service.

This release kicks off a year packed with exciting updates designed to transform how you connect with and support your users.

So, what's new in **version 2025.1**? Here are the highlights:

tl;dr - What's New ▢

Here's a quick summary of the major changes, you can click below to jump into a specific section for more detail:

- [Deskpro AI](#) - PDFs can now serve as data sources for AI tools, AI productivity tools have been extended to all channels, and significant improvements have been made to the admin configuration and logging for Deskpro AI.
- [Channels \(Chat\)](#) - Chat has been enhanced with a smarter AI Chatbot, multimedia support, efficient data mapping, and various improvements and fixes for seamless and engaging user interactions.
- [Channels \(Voice\)](#) - Better manage off-hours calls with multiple business hours, customize missed call tickets, ensure UK number compliance with Know Your Customer, and enjoy improved call accuracy and user experience from recent fixes.
- [Channels \(Social\)](#) - Admins can now convert Instagram comments into tickets, manage interactions centrally, and connect accounts without Facebook, alongside improvements to WhatsApp template previews and Facebook authentication.
- [Workforce Management](#) - Optimize customer service with multiple customizable business hours and vacation sets.
- [CRM](#) - Synchronize user data seamlessly with CRM Sync, ensuring up-to-date records across systems, while improved tooltips, error messages, and avatar setup enhance user experience.
- [Automation](#) - Improved message acknowledgment with Auto SMS Responses, while improvements have been made to trigger validation, automation rule creation, and

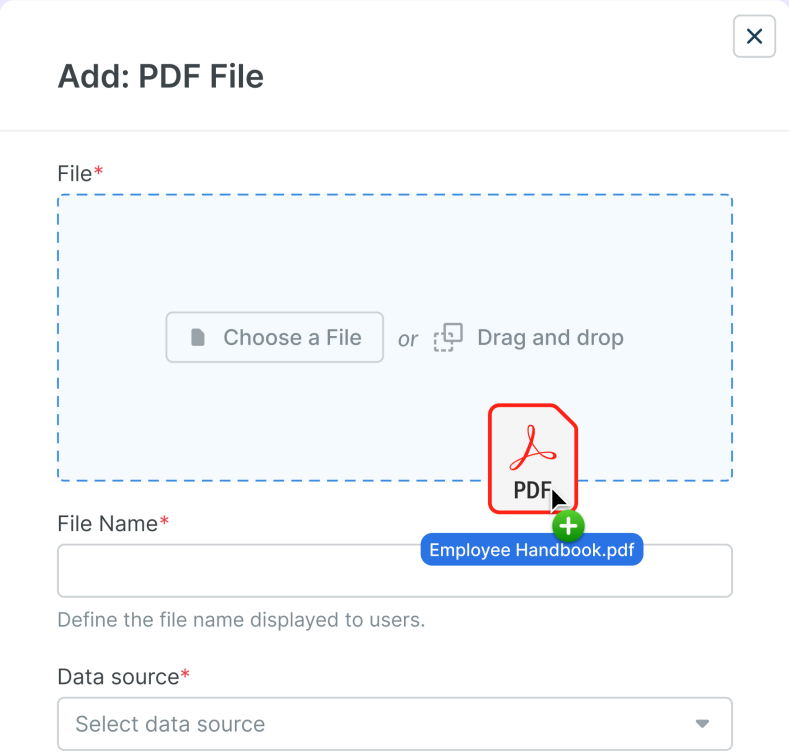
SLA logic to ensure a smoother and more flexible user experience.

- **[Integrations](#)** - Sync contacts with more detail with HubSpot's Custom Field Mapping, and transfer widgets effortlessly, while optimized app performance and fixes ensure smooth integration.
- **[Interface Updates](#)** - Made the ticket assignment section expandable for a more detailed view of the ticket.
- **[All other polish and fixes](#)**

Deskpro AI

[Transform Your Documents into a Dynamic Knowledge Hub](#)

Launched AI PDF Data Sources, which unlocks the full potential of your document library.



Add: PDF File

File*

Choose a File or Drag and drop

PDF

File Name*

Employee Handbook.pdf

Define the file name displayed to users.

Data source*

Select data source

Select data sources this file can be used in.

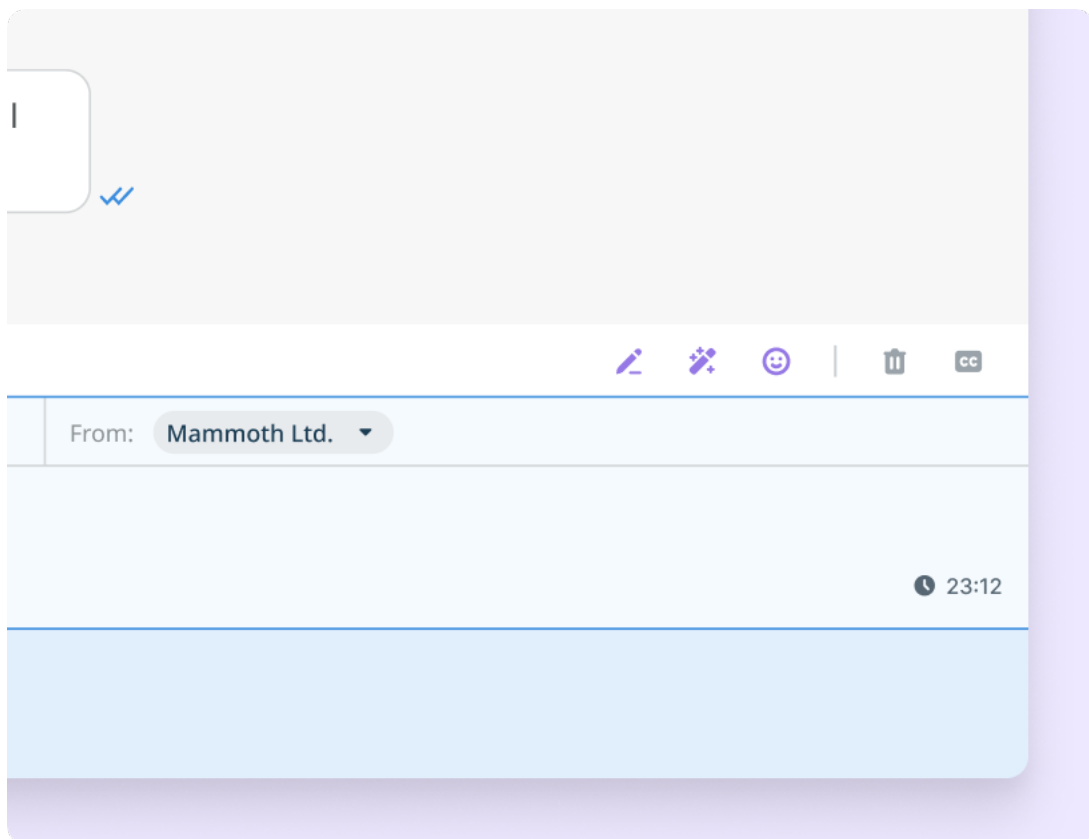
With PDF Data Sources, you can upload and index existing PDFs, transforming them into rich content sources that power AI features like AI Draft Reply, AI Search, and your AI Chatbot.

Check out our [AI Data Sources](#) and [AI PDF Sources](#) docs for more detailed information on using both of these features to improve your AI-powered support.

AI Productivity Tools Available on All Channels

Now you can maximize efficiency across every channel (chat, social, SMS, and reviews) with AI Productivity Tools available on your reply tabs.

With AI, you can draft messages, check spelling and grammar, expand replies, insert ticket summaries, and draft knowledge base articles for any ticket or conversation type.



This expansion helps your team deliver quick, accurate, and comprehensive responses wherever your users reach out.

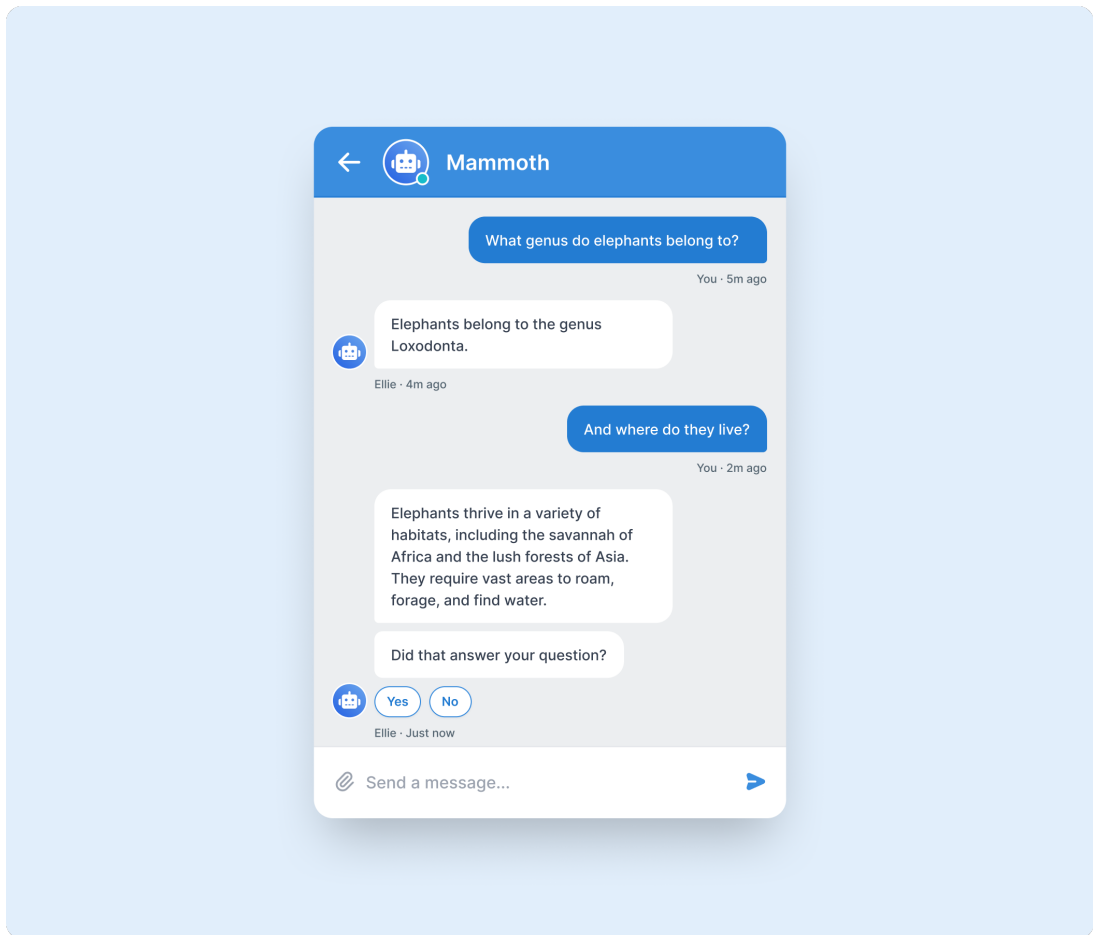
Polish & Fixes ✂

- Removed unnecessary formatting from AI requests to optimize processing speed and resource usage.
- Enhanced admin user experience by ensuring the AI draft reply feature can only be enabled when a data source is selected, preventing activation without proper configuration.
- Fixed an issue where Expand Reply attempted to address topics beyond the scope of the specified ticket.
- Fixed a problem preventing the display of request and usage information in AI Logs.

Channels - Chat

[Unlock Smarter Conversations for your Users with your AI Chatbot](#)

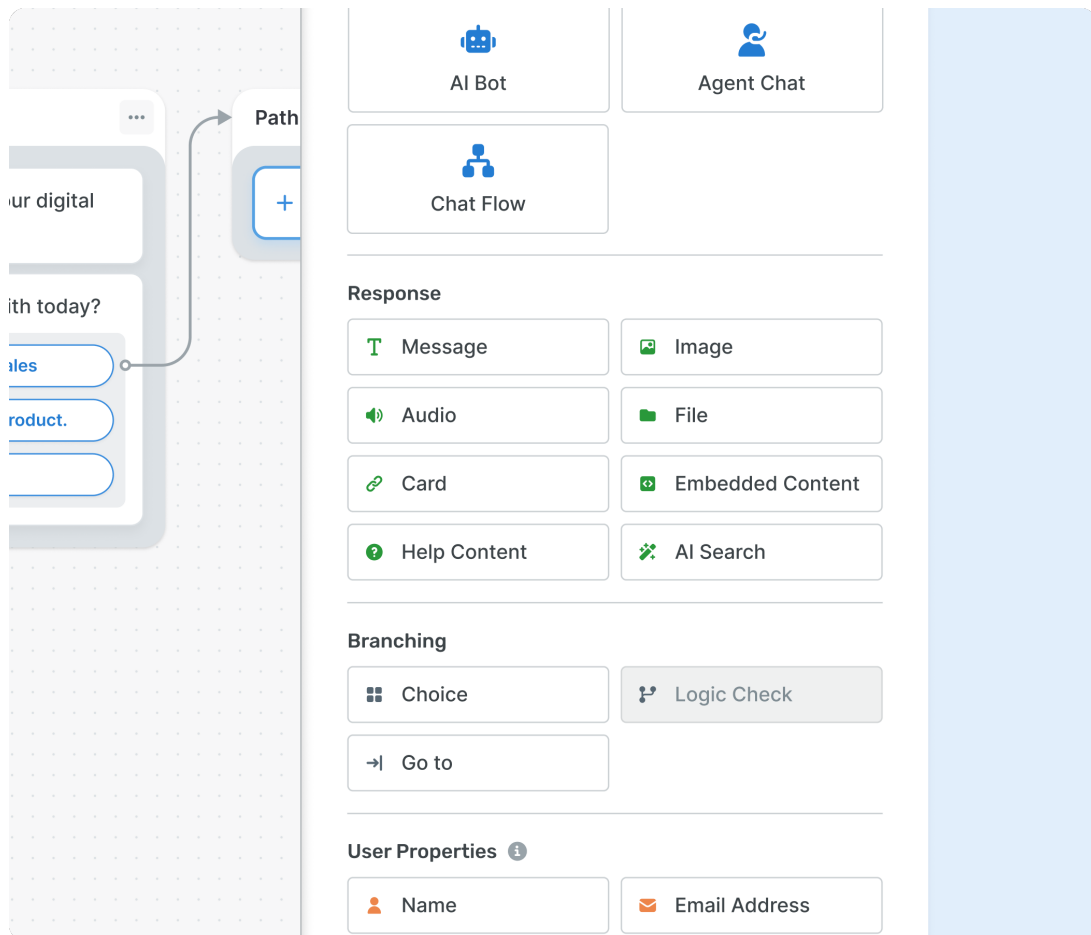
Our AI Chatbot now supports follow-up questions, enhancing conversational depth and accuracy while retaining context.



This ensures a personalized, 24/7 chat experience, minimizes escalations to agents, and accelerates resolution times, with customizable limits on follow-up questions before involving a human agent.

Chatbot Responses

Enhance your chatbot's capabilities with our expanded Chatflow Response Options. Now supporting Embedded Content, Audio Clips, and File sharing, you can deliver a richer, more interactive user experience.



Easily integrate YouTube or Vimeo videos, share audio messages, or provide downloadable files, all within a single chat interaction. This versatility ensures your chatbot remains an engaging and informative touchpoint for users.

Chatflow Data Mapping

Revolutionize data collection with Chat Flows Data Mapping. This feature allows you to capture user-submitted information from chat interactions and map it directly to custom ticket or user fields.

For example, when a user provides their Reference Number during a chatflow, this information is automatically recorded in the corresponding custom ticket field, ensuring your data is organized and easily accessible for future reference.

To set up field mapping from your chats, check out [the guide](#).

Polish & Fixes ✂

- Added the ability to duplicate entire chatflows and individual nodes.
- Introduced multi-select, snap-to-grid, and path-highlighting features for improved node management.
- Enhanced data mapping support for various node types and improved start node behavior.

- Included new configuration options for animations, grid snapping, and interaction settings.
- Added alignment tools and placeholders to streamline chatflow design and management.
- Chat is now included by default in notification triggers.
- Unnecessary toggles were removed, and the chatflow interface received layout improvements.
- Fixed issues related to node deletion, message ordering, drag-and-drop functionality, and database saving on the chatflow canvas.
- Agents can view images on custom chat cards and use text-only snippets in the reply box.
- Fixed issues with embedded video descriptions, message timestamps, empty message bubbles, agent notifications, and dropdown values.
- Fixed user authentication issues with JWT tokens and improved help center content search.
- Fixed file download issues on Safari, user input visibility, file upload errors, and improved message styling consistency.

Channels: Voice

[Voice Queues & Business Hours](#) □

By linking specific Business Hour Sets to each voice queue, admins can precisely manage how calls are handled outside of business hours. This setup enhances the customer experience by playing personalized greetings when the office is closed and allowing callers to leave voicemails, ensuring they receive clear communication and have the opportunity to leave messages.

Add: New Voice Queue

Operating Hours

Operating hours model*
Specific Business Hours Set

Set the hours queue will be manned and can take calls

Business Hours Set*
USA East Support

Outside operating hours greeting
Choose

Create Tickets for calls received outside of operating hours

Call Routing

Routing model*
Least utilized

Additionally, admins can customize the properties of tickets created from missed calls, including assignments to specific departments or agents, streamlining follow-up processes. This configuration provides operational flexibility, helping you to maintain service standards and optimize workload management beyond regular business hours.

Know Your Customer (KYC)

When trying to buy a UK phone number, you will be guided to submit all necessary regulatory information.

As an Admin you can fill out and send these details to Twilio, monitor the status of your submissions, and choose an approved compliance bundle when buying a number. Notifications are sent out for status changes, and you're able to view and correct any errors in the submission process.

Polish & Fixes

- Fixed an issue where tickets remained in "live" status after a voice call ended, ensuring accurate ticket status updates and better workflow management.
- Fixed a ding sound playing repeatedly for 10 seconds on the first load, enhancing user experience by eliminating this audio glitch.
- Agents are notified of insufficient voice credit for calls, allowing proactive management and uninterrupted service, with balance errors logged for improved oversight.
- Fixed transferring a call away from a BYOC (Bring Your Own Carrier) number to maintain routing accuracy in Twilio.
- Fixed when a US number registered with A2P 10DLC was incorrectly reported as not

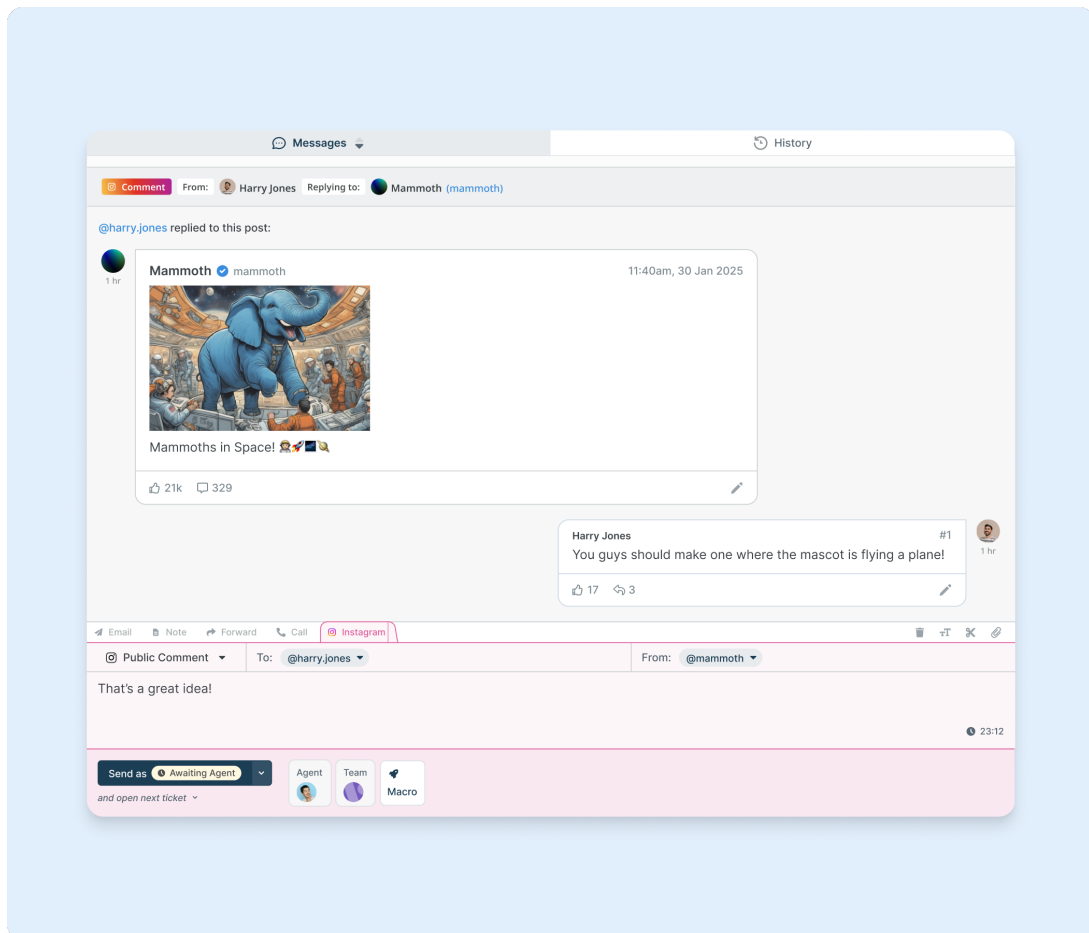
verified, ensuring compliance and proper message delivery.

- Fixed the list of voice queues in Admin so they can be sorted by department.

Channels: Social

[Simplify Social Interactions with Instagram Comments](#)

Elevate your social media engagement with our Instagram Posts & Comments integration. Admins can now enable seamless comment ingestion, transforming user interactions into actionable tickets within Deskpro. Respond effortlessly with public post comments or private direct messages, all managed from a centralized platform.



Plus, our integration with the latest Instagram API allows for account connectivity without needing a linked Facebook page, giving you more flexibility and control over your social media strategy.

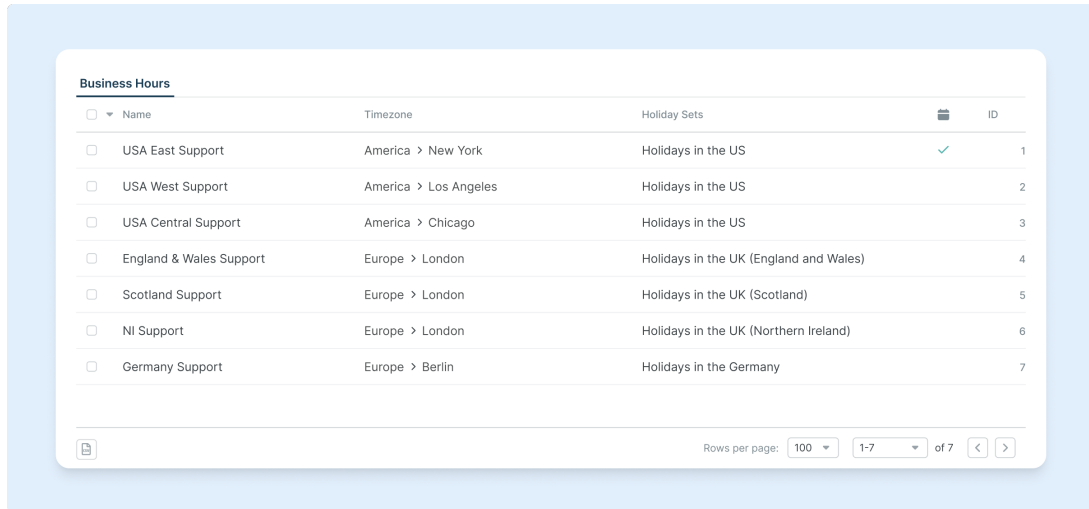
Polish & Fixes ✂

- Improved the preview for WhatsApp templated messages, making it easier to see what your message will look like.
- Fixed an authentication issue with Facebook pages.
- Fixed display problems for Admin on Meta Channels on smaller screens.

Workforce Management

Business Hours & Vacation Sets □

Optimize your customer service operations with multiple Business Hours & Voice Queues feature, available for Professional and Enterprise plans. Create multiple, customizable business hour sets with specific time zones, operating hours, and breaks.



<input type="checkbox"/> Name	Timezone	Holiday Sets	ID
<input type="checkbox"/> USA East Support	America > New York	Holidays in the US	1
<input type="checkbox"/> USA West Support	America > Los Angeles	Holidays in the US	2
<input type="checkbox"/> USA Central Support	America > Chicago	Holidays in the US	3
<input type="checkbox"/> England & Wales Support	Europe > London	Holidays in the UK (England and Wales)	4
<input type="checkbox"/> Scotland Support	Europe > London	Holidays in the UK (Scotland)	5
<input type="checkbox"/> NI Support	Europe > London	Holidays in the UK (Northern Ireland)	6
<input type="checkbox"/> Germany Support	Europe > Berlin	Holidays in the Germany	7

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Plan for holidays with ease by setting up vacation days and recurring vacations that automatically adjust your business hours.

CRM

[Effortlessly Sync User Data with Your External CRM](#)

Streamline your data management processes with CRM Sync, a powerful tool for administrators to synchronize user data across third-party systems and Salesforce. Choose to sync data during key user lifecycle events—creation, update, and deletion—ensuring your records are always accurate and up-to-date.

New Salesforce Sync

Automatically sync to 3rd party platform when users created in Deskpro.

[Setup Guide](#)

Setup Field Mapping Logs

Setup

Friendly Name

Set a name so you can distinguish your Salesforce syncs.

Authentication

Authenticate with Salesforce

To setup Salesforce Sync please sign in to your Salesforce Account. Please ensure your agent profile have permission to perform necessary actions.

[Authenticate](#)

Save Sync CRM Discard Changes Delete

Easily manage contact information and custom field data (excluding File custom fields) to maintain a cohesive, synchronized system that enhances your business intelligence and customer relationship management.

Polish & Fixes ✂

- Enhanced tooltips and clearer wording in the organization activity stream for a better user experience.
- Display useful error messages when attempting to create a user with a banned email, helping users understand the issue.
- Implemented basic error handling in the New User form, including user-friendly messages for banned emails or domains.
- Resolved issues with setting an emoji as an avatar when creating a user for a smoother setup process.

Automation

Auto SMS Response 📄

Improve customer communication with the Triggers: Auto SMS Response feature. Admins can set up automatic SMS replies to ensure users receive immediate acknowledgment of their messages, such as, "We have received your SMS and will get back to you shortly." This instant feedback loop enhances user experience and sets clear expectations for response times, improving overall customer satisfaction.

Polish & Fixes ✂

- Fixed issues with how Satisfaction and Organization conditions are validated in triggers, ensuring they work reliably and as expected.
- DataList type fields are now filtered out from the Automation Builders, making it easier for you to create precise and efficient automation rules.
- Improved user experience when dealing with trigger rules by making them searchable. This means you can find and manage your triggers more quickly and easily.
- Added Legacy Chat to the ticket update trigger to give you more flexibility in managing ticket updates.
- Fixed SLA logic to include the correct "terms_before_triggers" type, ensuring that your service level agreements are applied accurately.

Integrations

HubSpot Custom Field Mapping

Experience greater customization and efficiency with the HubSpot App's Custom Field Mapping feature. Move beyond default fields by selecting which data appears on different pages, ensuring the app aligns with your business processes and CRM needs.

Plus, when creating a HubSpot contact from Deskpro, their name will now prefill automatically, making it easier for agents to sync contacts between the platforms.

Export and Import Deskpro App Widgets

Effortlessly import and export widgets created for Deskpro as app packages, allowing you to transfer them between multiple instances or share them with the Deskpro team for troubleshooting. This new functionality in the app framework helps you maintain consistency across your environments and resolve any issues with your custom widgets.

To learn more about widget management, check out our guide on importing and exporting widgets.

Polish & Fixes ✂

- The iframe App supports passing values from the ticket context, includes an "Open in a New Tab" button, and restores dimension fields in admin.
- The Pipedrive App allows agents to add notes to contacts linked to Deskpro users.
- The Bitbucket App displays the workspace to which a repository belongs when creating new issues.
- The Trello App has been optimized by reducing the number of requests called per load.
- Increased timeout for larger Jira instances by refactoring the create issue form in Jira

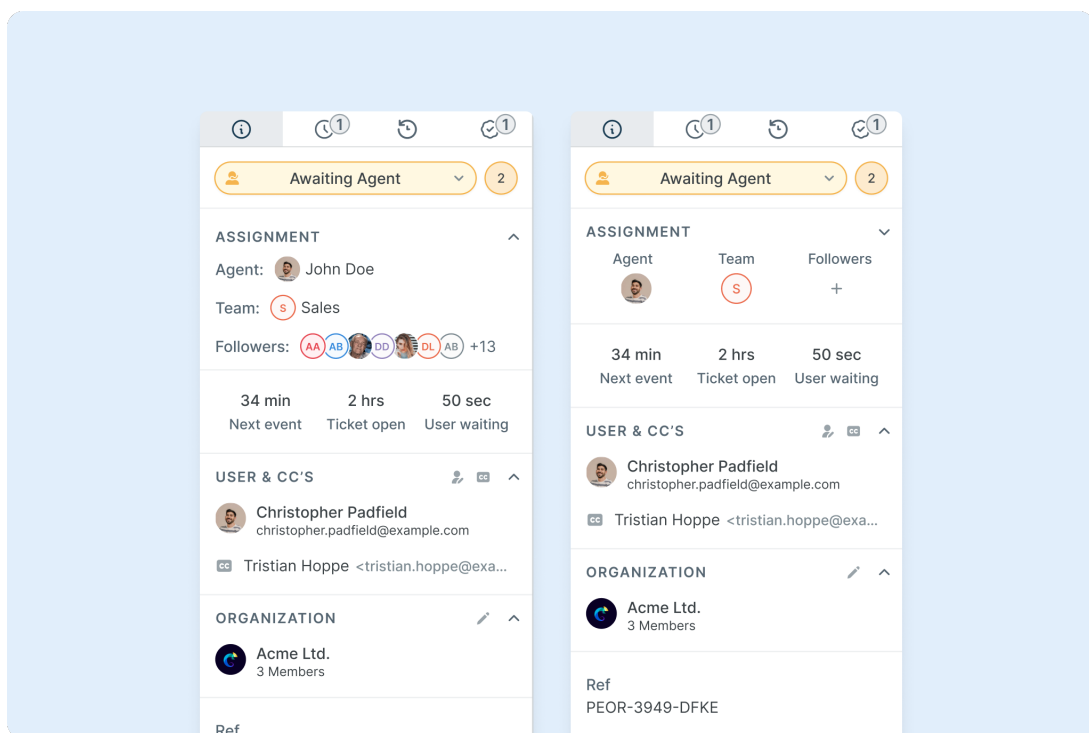
Data Center, this includes adding pagination when fetching data, and fixing issues preventing users from creating issues or applying field mapping options correctly.

- Fixed Global Apps reloading every time they are opened to improve efficiency.
- Errors in the OAuth Process will be displayed to agents for easier troubleshooting.
- Fixed field mapping issues in the Harvest App, fixed a loading issue in the Bookmark App, and corrected an authorization error in the Zoom App.

Interface Updates

Ticket Assignment Collapsible

Customize your ticket management view with the Agent Assignment Section Collapse feature.



Agents can choose between the "collapsed" view for a streamlined interface or an "expanded" view to display assigned agent and team names in full.

All other Polish & Fixes ✂

- Now you can utilize snippet shortcodes in mass replies to make bulk replies even more efficient.
- The ticket template form now includes snippet shortcodes and a discard dialog, simplifying customization and minimizing errors.
- Added notifications for agents when a macro fails due to missing fields to help agents quickly resolve issues.

- Improved the ticket approval processes and error handling for large summaries and KB articles to ensure smoother operations while fixing required fields and billing app validation issues.
- We've resolved email recipient list issues and ensured message dates remain accurate despite timezone changes.
- Fixed several issues with the reply box to avoid multiple signatures being added, improved text highlighting, more accurate link detection, and drag and drop attachments to maximize response efficiency.
- Improved security and speed of file attachment access ensure your data is both protected and swiftly available.
- The default welcome email for new Agents and Lite Agents has been improved.
- Lite Agents now have all lite permissions enabled by default, making it easier to integrate new team members.
- We've fixed issues with converting users to agents and displaying Lite Agent followers on new tickets.
- Agents can now effortlessly manage their notification subscriptions for accessible queues.
- Links to documentation now direct you to the most relevant support pages.
- Brand names are now displayed correctly in deletion confirmations for added clarity.
- Added clear explanations in email settings regarding SendGrid limits.
- Fixed issues with 2FA codes in certain apps for enhanced security.
- Improved SAML login processes to use the main brand's domain for a smoother experience.
- Resolved authorization errors when logging in without ticket permissions for seamless entry.
- Fixed inaccuracies in Ticket List queries, reply date sorting, global list renaming, and urgency filter colors for efficient queue handling.
- Addressed field validation issues, user deletion links, currency formatting, label population, and text field display width for clearer interaction.
- Fixed missing organization/user IDs, visual glitches on small screens, organization search functionality, and improved subject and user validation for new tickets.
- Improved snippet category order and filtering, and limited the privacy settings to the snippet author for better organization and security.
- Resolved issues with deleting custom field options for a cleaner setup.

- Fixed the loading issue on the Customer Satisfaction page in admin for consistent access.
- Corrected filter functionality in login logs for accurate data retrieval.

Patch Release 2025.1.3

- Fixed the issue of uncategorized Snippets not being accessible in to agents in the snippets menu.
- For admins adding Office365 email accounts, we have blocked access to the deprecated Deskpro OAuth Gateway.
- For Voice Business Hours we have fixed calls received outside of hours creating tickets in the incorrect department.
- Made attachment permalink generation tolerable of missing relational target ids by returning null URLs, to handle hot linked images in articles pointing to other articles.

Patch Release 2025.1.4

- Fixed the admin drawers for managing the AI Agent Productivity features not loading.