

Deskpro release 5.12

2017-11-14 - Benedict Sycamore - Comments (0) - Deskpro Releases

We're delighted to announce the release of Deskpro 5.12

Deskpro 5.12 includes the product updates, feature updates, improvements, bug fixes listed below:

Follow Ups

• Set up automations to run specific actions on individual tickets after a defined period of time has elapsed, or on a specific date with our brand new 'Follow Up' feature. Read more about Follow Ups here.

Feature updates

It is now possible to duplicate and edit existing triggers

Improvements

- User first name can now be used as a snippet variable in the dropdown selection
- Overlay when changing an agent, team or ticket improved
- Colors in customized portals now improved and updated for new guides system
- 'Copy ID' function now no longer relies on flash to run properly
- Ticket ID field now displays in linked tickets tables
- Framework added for CRM links to be opened directly in iOS app for future improvements
- React javascript library updated to newer version to improve front end interface performance and capabilities
- Improved caching rules for image blobs if the system resizes
- oAuth now available for both agents and users
- Ticket note '@' mentions now working correctly through the API and Android app
- Poor performance issues in Live Chat resolved

Bug Fixes

 Bug creating errors with timestamps on emails fixed. Email messages relayed through Exchange Web Services are now imported into the in correct chronological order

- Attachments with long file names no longer truncated and corrupted
- Snippet changelog now displaying correct times and dates
- Ticket grouping by total waiting time now working correctly
- Portal search results now work correctly when clicked
- Hierarchies in reports now displaying correctly
- CRM pop-up window gear icon now working correctly
- Reports now exporting to PDF correctly
- Linking tickets to chats not working and displaying correctly
- Department user title of "." no longer causes PHP to crash
- 'Exception' bug no longer occurring when modifying the knowledgebase
- '400' error when viewing outgoing email log now resolved
- Guides section now hidden on the user portal if no guides have been published
- Problems loading ticket lists when user is not found now resolved
- Issues with babel-polyfill conflicting with Deskpro widgets now resolved
- Visual bugs in Snippets V2 addressed
- Bug when displaying 'Departments' in Admin Interface now fixed
- Default sort order for ticket lists is now by urgency in descending order
- Error when accessing CRM ticket list now resolved
- Compatibility issues with legacy PHP versions and MPDF library fixed, improving PDF generation and conversion
- Bug where certain agents received a 500 server error when attempting to access CRM profiles now resolved
- Trello app installation bug now fixed
- Login link from chat widget now a full URL
- Helpdesk onboarding process now working correctly for new agents
- Issue with the Deskpro Windows Installer download resolved

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.