



Haberler > Deskpro Releases > DeskPRO v3.4 Released

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We are pleased to announce the availability of our new feature release, DeskPRO v3.4. This release includes a number of new features including user notebooks and a mini-ticket reader, and fixes numerous reported bugs.

For more information about this release, refer to the full announcement on our forums: <http://forums.deskpro.com/showthread.php?t=982>