DeskPRO Build #5.6 Released

2017-05-31 - Colin Dunn - Comments (0) - Release Announcements

We are delighted to announce the release a new version of DeskPRO which has a number of New Features, Bug Fixes and Improvements.

Features:

- All new Trello App installed under Apps in the Admin Interface - find out more here
- New Chat Widget colors available - find out more here

Improvements:

- User-specific Widget button labels for ticket forms
- Improvements to Amazon S3 blob storage
- Merge Ticket overlay now shows Lock status
- API CAPTCHA on ApiTokensController

Fixes:

Admin Interface -

- Resolved issues in html template within Portal Modification System
- Email aliases can be removed
- Login Alert email issues resolved
- Viewing Tickets in new windows produces correct URL related to the Ticket
- French translations of publisher posts no longer showing a particular comment as default
- Saving Brands no longer overwriting Custom Domain
- Export Tickets to CSV functioning correctly
- Force SSL no longer missing when loading settings
- Organization Import performance fixed
- Correct and valid URL must be entered in Settings
- Error message for missing Custom Fields lists all missing Fields
- Fixed errors when exporting server files
- Unknown Reply action error resolved
- Ability to choose relevant Email Account for User emails on Multi-brand Helpdesk restored
- Search on Custom Field criteria fixed
- Failed login attempt emails are always sent
- Custom Organization Field dependency bug fixed
- Last action in User Portal no longer showing Internal communication
- Able to select multiple Usergroups when creating CRM accounts
- Swedish FW Support fixed

Agent Interface -

- Ability to create a Task from a Macro restored
- No longer possible to create a Macro without a title
- Copy-to-clipboard-ticket-id icon issues resolved
- Monday is now selectable on Date Custom Fields

- Keyboard shortcuts to change tabs functioning correctly
- German Umlauts can be used when searching usernames
- All User email content can be viewed
- Using Mass Actions to modify Tickets no longer sends New Reply notifications
- Able to set Usergroups when creating a New User in the CRM
- Macro hierarchy rendering correctly under New Ticket
- Snippets within a Macros now functioning
- Errors with responses of mass actioned Tickets resolved
- Deleted KB Articles no longer appear in Search results
- Attachments must be completely uploaded to Tickets before replying

Live Chat -

- Disabled Chat hides Chat icon in Agent Interface
- Chat Department bugs fixed
- Upgrades no longer causing Chat to be disabled
- Department view in Open Chats shows correct breakdown

Usersource, Apps & API -

- TicketsDataService now using UNION
- Filename decoding issues resolved
- Timeout on polling requests no longer causing errors
- Raw Popup issues resolved
- API: Ticket labels now persisting

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