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## Deskpro 2018.1 Release

2018-05-21 - Benedict Sycamore - [Comments \(0\)](#) - [Deskpro Releases](#)

We're delighted to announce the release of Deskpro 2018.1

Deskpro 2018.1 includes the product updates, new features, bug fixes, and additional company updates listed below:

### New Release Numbering

We've changed how we number Deskpro versions and release announcements. You can read more about why and what that means [here](#).

### SSL Available as Standard

We've enabled SSL for all cloud customers. Find out more about that [here](#).

### New Reports

We've completely updated Deskpro Reports with new features, functionality, interface and more. You can read [this post](#) to discover everything you need to know about new reports.

### Multibrand Update

We've made a number of significant changes and improvements to the way multibrand works in Deskpro. Check them out [here](#).

### Improvements

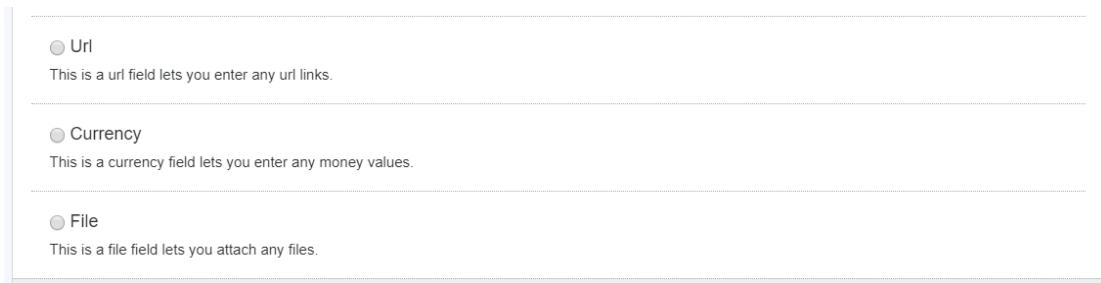
DP-1620: It is now possible to translate custom field choice items

Default	Translated
Support	Au secours!
Sales	Prix réduit!

DP-999: New field type added: File

DP-997: New field type added: Currency

DP-1001: New field type added: URL

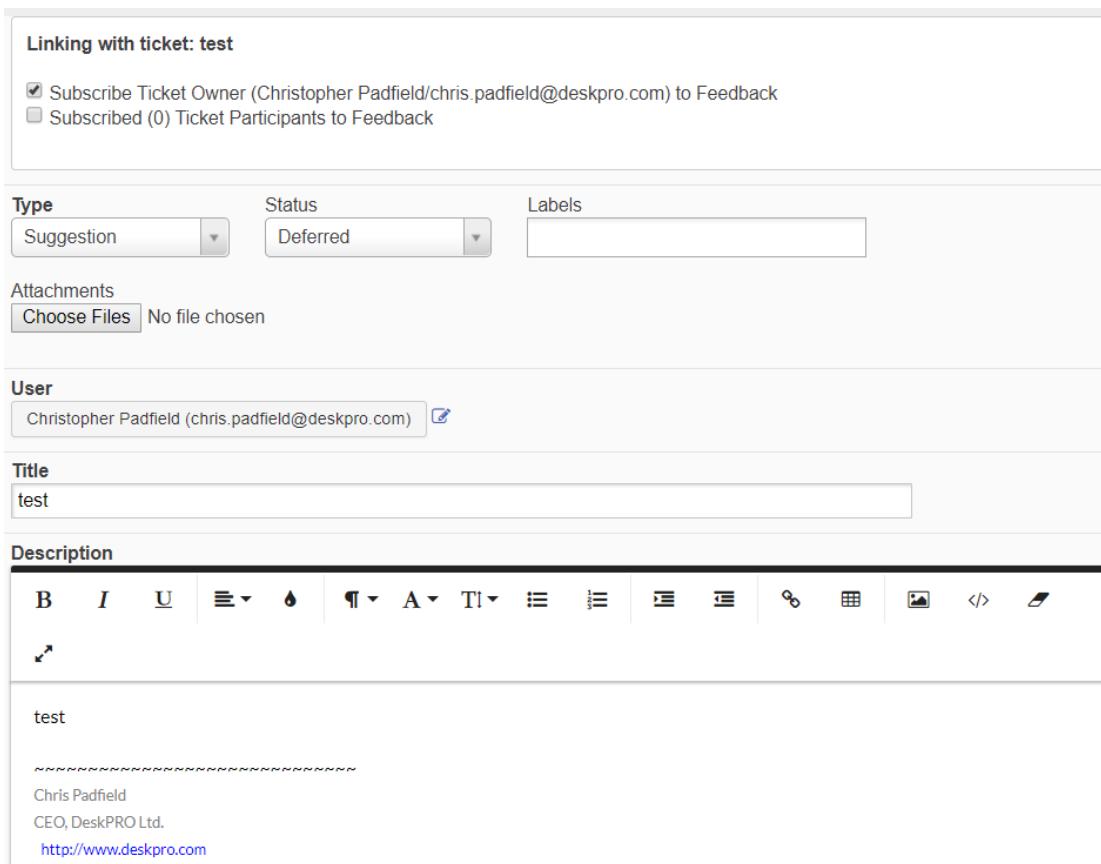


The screenshot shows a list of three new field types. Each item has a radio button followed by the name and a brief description. The items are:

- Url: This is a url field lets you enter any url links.
- Currency: This is a currency field lets you enter any money values.
- File: This is a file field lets you attach any files.

DP-1412: Added skip-re-index option for the dp:import-apply command

DP-1304: Creating linked feedback from ticket display now improved



The screenshot shows a ticket creation form. At the top, there is a section titled "Linking with ticket: test" with two checkboxes:

- Subscribe Ticket Owner (Christopher Padfield/chris.padfield@deskpro.com) to Feedback
- Subscribed (0) Ticket Participants to Feedback

Below this are fields for "Type" (set to "Suggestion"), "Status" (set to "Deferred"), and "Labels".

The "Attachments" section shows a "Choose Files" button and a message "No file chosen".

The "User" section shows "Christopher Padfield (chris.padfield@deskpro.com)" with a link icon.

The "Title" field contains the text "test".

The "Description" section contains the text "test" and a rich text editor toolbar. Below the editor, there is a signature block:

Chris Padfield  
CEO, DeskPRO Ltd.  
<http://www.deskpro.com>

DP-975: Options added to filter tickets based on ticket ID and person ID

Title \*

This title will be displayed in the agent interface in the Filter list. It should be kept short.

Permission  Everyone can use this filter  
 This filter belongs to a specific agent  
 This filter belongs to a specific team

**Search Terms**

When you run this filter, only tickets that match all of the search terms defined here will be included in the result.

**if The following conditions are met:**

Ticket ID	is <input type="text"/>	<input type="button" value="Save"/>
Ticket Ref	is <input type="text"/>	<input type="button" value="Save"/>
<b>+ Criteria</b>	<input type="button" value="is"/> <input type="button" value="is not"/> <input type="button" value="&gt;"/> <input type="button" value="&gt;="/> <input type="button" value="&lt;"/> <input type="button" value="&lt;="/>	

DP-1634: Deskpro brand on login updated

## Feature Updates

DP-1079: Trigger criteria now available for "CC added"

**2 Triggers**

- 5 Department Triggers
- 3 Satisfaction Triggers
- Send agent notifications
- Send email notification to added CC user**

**Title \*** Send email notification to added CC user

This title will be used throughout the admin interface to refer to this trigger.

**Event** When a property on a ticket is changed  By a user  By an agent  
 via the web  via email  via the API

**Criteria**

The criteria section is a list of terms that must match before the actions are applied to the ticket.

**when The following conditions are met:**

- User Message
- and** CC(s) were added

**or The following conditions are met:**

**Actions**

These actions will apply when all of the criteria pass.

**then The following actions will run:**

Email Address to Send to (separate multiple with commas)

Template:

Send Email

From Name:

From Email:

Headers:

**Action**

## Bug Fixes

DP-1520: List of agents in Instant Messaging now displayed in alphabetical order

DP-167: Adding CC when "Notify new CC" trigger is enabled now working correctly

DP-1625: Ticket variables in new ticket snippets now working correctly

DP-1511: Portal search logging no longer saving type-ahead searches

DP-1597: Text attachments no longer recognised as text version of email

DP-1535: Agent with 'view only' permission is no longer able to change ticket followers

DP-786: Active Directory no longer fails to sync if login actions set

DP-1430: Data Saver in Google Chrome prevented from causing errors

DP-1437: React-timeago package updated resulting in improved relative date and time display

DP-1571: Bug with triggers in Email Templates working resolved

DP-793 Mcrypt extension now listed in recommendations for on-premise documentation

DP-1152: New User registration no longer fails if Deskpro exists in a subfolder

DP-1451: Bugs with Agent IM message input resolved

DP-1478: Editing custom choice field no longer places integer into search box

DP-1348: Create new Note button updated with new language

DP-1518: Removed unnecessarily rounded percentages

DP-1499: Asset path configurations now working correctly

DP-1457: Note menu now displaying correctly

DP-1359: Follow-ups calendar showing days of the month correctly

DP-1396: Error when selecting brand in a new guide topic from a different brand resolved

DP-1205: Follow-ups now working correctly with translation and languages

DP-1197: Agents can no longer use "set as normal message" function without permissions

DP-1042: Attachments now sending when forwarding messages from a ticket

DP-991: Old instances of 'DeskPRO' replaced with 'Deskpro'

DP-962: HTML bug in emails creating blank tickets resolved

DP-1360: Global API limits enforced based on admin settings

DP-1355: Bug creating inability to set helpdesk URL resolved

DP-1300: API user validation improved

DP-1234: Entries in usersource\_sync\_log now cleared after 30 days

DP-1214: Reports cross referencing snippet use and tickets now working correctly

DP-173: PDF files now sent through Deskpro now working correctly

DP-1245: Bug causing implementation of react-intl instead of agentPhrases in LegacyAgent now resolved

DP-1353: Global API limits removed from database

DP-1357: CSV reader in importer tools fixed

DP-1281: Attachments are no longer duplicated on outgoing emails

DP-1301: Tooltip added to Agent IM avatars

DP-849: Bug disallowing Monday as valid weekday in custom fields resolved

DP-1225: Converting built-in field to custom field now working correctly

DP-1210: Editing guide category now working correctly

DP-1199 Unchecking a checkbox field through macros now working correctly

DP-1137: Snippet attachments are now updated properly for other agents

DP-781: Now possible to change urgency of an open ticket even if a required field is not satisfied

DP-616: Browser notifications no longer showing escaped HTML entities

DP-191: Browser notification duration now working correctly

DP-1206: Date input widget now using locale of selected interface language

DP-1233: Additional number now not shown when seeing groups listed in IM

DP-995: Option to unset value in radio field added

DP-1694: Issue with reports showing legacy snippets resolved

DP-1692: Bug causing error with split messages to new ticket now resolved

DP-1638: Brand default email accounts now displaying correctly

DP-1228: Trigger/Escalation filter error with "Date Archived" criteria fixed

DP-1484: Links no longer removed from articles when using Froala editor

DP-1485: Froala Editor | When you insert tables and add format to it in articles and visit the html and save the formatting is removed

## **Thanks for reading**

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.