

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

Language: Français (French) ▼	<table><thead><tr><th>Default</th><th>Translated</th></tr></thead><tbody><tr><td>Support</td><td>Au secours!</td></tr><tr><td>Sales</td><td>Prix réduit!</td></tr></tbody></table>	Default	Translated	Support	Au secours!	Sales	Prix réduit!
Default	Translated						
Support	Au secours!						
Sales	Prix réduit!						
<div>Resources</div> <div>All Custom Phrases</div> <div>Ticket Departments</div> <div>Chat Departments</div> <div>Products</div>	<div>Save</div>						

DP-999: New field type added: File

DP-997: New field type added: Currency

DP-1001: New field type added: URL

- ☐ **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

Linking with ticket: test

☒ Subscribe Ticket Owner (Christopher Padfield/chris.padfield@deskpro.com) to Feedback

☐ Subscribed (0) Ticket Participants to Feedback

Type

Suggestion

Status

Deferred

Labels

Attachments

Choose Files

No file chosen












User


Christopher Padfield (chris.padfield@deskpro.com)

Title

test

Description

B I U     A Tl       


test

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

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

Title *

New Ticket Filter

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

Ticket Ref

Criteria

is

is not

>

>=

<

<=

Save

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

Add

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

does not exist

and

CC(s) were added

Criteria

or

The following conditions are met:

Criteria

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):

[[new_cc_emails]]

Template:

Added as CC

Helpdesk Name (Helpdesk)

From Name:

The account set on the ticket

From Email:

Headers:

Add header

Action

Save

Delete

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.