

CloudQAtest1

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2022-07-26 - James Godwin - Comments (0) - First Category

New features in version 2022.30.0

? When you have a ticket open, the ticket tab will flash to notify you of a new inbound or outbound message being added (SC 78084).

? We have added the ability to add HTML blocks to Knowledgebase Articles, News Posts, Files, and Community Posts, as well as the ability to edit legacy content blocks (SC 76021).

? We have updated our GitHub app to version 1.0.4. This release adds the functionality to view, link, or unlink Github issues to tickets in Deskpro's Agent interface (SC 78674 & 78658).

Improvements we've made

? We have added the ability to provide multiple values for the select custom field in the rule builder (SC 77899).

? We've increased the silence timeout settings for voicemails to 10 seconds (SC 80433).

? Image attachments are now visible in the Version History of News Posts (SC 76831).

? We've improved the validation field for Agent forwarding settings when an email account isn't selected (SC 77410).

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? We have added Organization fields as an option for SLA custom fields (SC 79984).

? We've improved the behavior of ticket statuses, so if a sub-status doesn't match the status it will be ignored (SC 80032).

? We've improved the indentation behavior in the text editor, indent controls now work with bullet points and numbered lists (SC 78730).

? We've improved how validation errors display in the Admin drawer for "Awaiting User" status, so the validation will now be more helpful for Admins (SC 63125).

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