

Requestor 5.7.2

System modifications

- Since version 5.7.2, the application does not enforce TLS 1.2 for client connections, but adopts the system settings as recommended by Microsoft. For proper operation, you need to have these settings made in the Windows Server operating system where the application runs. If you do not have the ability to make this setting, please contact us.

Fixes

- Automations, the Set Priority action did not recalculate any SLAs on the ticket.(INC-003362)
- Fix email reply + forward rule. The response is without attachments. (INC-003338)
- Delete group from Desktop. (INC-003355)
- If a ticket is reactivated, the ticket source could not be changed. (INC-003358)
- Chat with chatbot disappears when setting calendar. (REQ-008347)
- Fix filtering by category in Time tracking. (INC-003215)
- Fix Copy field when creating a ticket from a template. (INC-003340)

Improvements

- Optimization of ticket detail retrieval. (INC-003130)
- Export the "Resolution" field in the ticket detail to PDF. (REQ-008344)
- Availability of "Operator Performance" report on API. (REQ-006729)
- Optimization of integration with IPEX PBX. (INC-003372)
- Added the ability to set UPN as an identifier to Azure AD SSO settings. (REQ-008277)
- JIRA integration optimization. (INC-003329)
- Optimization of loading AD users and AD groups. (REQ-008121)
- OneDrive integration optimization (REQ-007774).
- SLA - new service selection, new conditions on service component (direct and indirect) (REQ-007304).
- Support for secondary user emails on the API (REQ-005696).
- Added ability to search for prepared responses even when creating a ticket in a new window. (INC-003357)
- Ability to globally set whether newly added members of an internal group can see tickets from other members of the group. (REQ-007762)