Requestor 5.8

New features

- New Announcement module.
- SSO implementation via OpenID protocol.
- Localization of KB articles (REQ-007621). After the update, the default language of the knowledge base will be set according to the global language of the Requestor. The knowledge base language can be easily changed in the module settings.

Improvements

- Logging changes when filling in form fields. (REQ-007704)
- Optimization of Feedyou chatbot integration. (REQ-008394, REQ-008393)
- New settings for "Notification of new tickets and new messages" (REQ-006710):

- The bell informs about the number of unread notifications (REQ-007181):

- Adding information in the administration whether the user has an active 2-FA. (REQ-007983)
- Optimization of data export speed to CSV. (INC-003374)
- Displaying tickets for which custom Resources are defined in the Dashboard module. (INC-003401)
- Detection of auto-generated emails (Undeliverable etc) + not sending notifications to auto-generated emails, as a loop prevention. (REQ-007984)
- Optimization of SLA calculation speed.
- Incorrect category setting when creating a related tiket. (INC-003388)

Fixes

- Correction of export (PDF) of images to ticket (INC-003330)
- Fix export of users and companies. (INC-003376)