Requestor 5.9

New features

- WhatsApp integration (REQ-007176)
- Dashboard extension with widgets for Knowledge base. (REQ-008674)
- Using the sender's email as the ticket requester for forwarded emails (REQ-007210)
- Extension of licensing to include the roles of Occasional agent + Collaborator (REQ-008535)
- Added a new page to Administration -> Outgoing Emails - Unsent Emails. This is a list of emails that had an error(s) in sending, were not sent successfully and are no longer in the queue to be sent. (REQ-008031)
- New ticket numbering system

Improvements

- Renaming "Operátor" to "Řešitel" and "Super Operátor" to "Supervizor" in the Czech version, and "Operator" to "Agent" and "Super Operator" to "Supervisor" in the English version.
- Automation: New action "Set ticket source". (REQ-008094)
- Added display of file path when searching for a document in the Documents module. (REQ-007652)
- Customer users can now add their own private notes to a ticket. (REQ-014022)
- License status displayed in Administration. (REQ-008664)
- Email Rules: Added a condition for header content. (REQ-008607)
- Entra ID: Added application authentication that does not require user login, unlike delegated authentication. (REQ-008668)
- Ticket subject in Time tracking: this column is part of time record exports to CSV. (REQ-007453)
- Operator rating upon chat closure by the customer. (REQ-007466)
- Automations: New group of conditions "Ticket's company" (previously only "Requester's company" was available). (REQ-007263)

Fixes

- Quoting text from a public comment no longer changes the comment type to Public. (INC-014041)
- Loading agents from the Jira integration. (REQ-013977)
- Text wrapping during message synchronization to Jira. (REQ-013976)
- Displaying images embedded in the text when synchronizing to Jira. (REQ-013975)
- EU/SU users no longer see watchers in the ticket details. (REQ-007846)
- Problem with filtering in canned responses. (INC-003460)
- When editing a view, all groups I have permission to edit are displayed. (INC-003396)