Requestor 5.9.4

New Features

- New Twilio SMS integration and addition of related SMS sending automation. (REQ-014016)
- Viewing and editing in the article. (REQ-014286)

Improvements

- Accelerated loading of lists in the Knowledge Base. (INC-014247)
- Ticket automation based on "owner." (REQ-014229)
- Optimized license status display in Administration. (REQ-008664)
- Enhanced selector for internal groups, agent groups, and company groups. (INC-014194)
- Improvements and new options for the Resolution field in the ticket detail view. (REQ-014044)
- New widgets and enhancements to existing ones on the Dashboard. (REQ-014161)
- Option to import users in German, Slovak, or Polish. (REQ-014257)

Fixes

- Chat handled by a bot remained in Unattended status. (REQ-014078)
- Part of the ticket text from an email could be missing due to invalid HTML in the email source. (REQ-014254)
- Redesigned Entra ID application authentication, where a bug could enforce delegated permissions.
- Increased content size limit when using the "Copy Subject and Comments" action. (REQ-014267)
- Fixed display of user lists with incorrect roles in the AD group detail. (REQ-013974)
- Corrected display of requester/agent names and time tracking totals in exported report files. (INC-014191)
- Fixed SLA counter for "Time to Start solving" when re-entering In Progress status with the same agent. (INC-014252)
- If the Whitelist was enabled for the web application, it was also checked for the API. (INC-014301)
- Fixed truncation of push notification text to 256 characters. (INC-014295)
- Fixed line breaks in texts when synchronizing to Jira. (INC-014200)