

Requestor 5.10

System modifications

- Compared to the previous version [5.9.4](#), the precompilation configuration has been modified. Therefore, when updating from this specific version, in addition to the standard deletion of the `bin` directory, it is also necessary to delete the `Views` and `Areas` directories.

New Features

- New Documents module (REQ-008602) and the ability to attach files from the Documents module to a ticket (REQ-014000).

Improvements

- Notification for concurrent editing of an article in the Knowledge module. (REQ-014286)
- Added search by group name in the View Management (REQ-008292).
- Improved article insertion window from Knowledge base in the ticket detail (REQ-008602).
- Assigning a user to a company via the API now allows transferring existing tickets to the company. (REQ-014343)
- Automation: Added new events: Ticket message created, Ticket message updated, and Ticket message deleted. If one of these events is selected, conditions for Ticket message type and author are available. (REQ-014312).
- When creating prepared responses, it is now possible to use a table suggestion in the editor. (REQ-014367)

Fixes

- It was not possible to select a service in the SLA settings (if there was only one service) (REQ-014319).
- Fixed minor bugs in WhatsApp integration (REQ-014318).