

Requestor 5.10.1

Improvements

- Received automatic replies no longer start the SLA timer and will not be labeled as "Requester responded" (REQ-014315).

Fixes

- Fixed the change of the "New/Responded" tag when responding via the mobile RQ app or API (INC-014276).
- Fixed automatic archiving of tickets (INC-014397).
- Fixed the deletion of priority values used in templates for new tickets (REQ-014376).
- Fixed saving multilingual names for categories and ticket sources when a name in any language contained a "comma" character (INC-014392).