

Requestor 6.0.0

System modifications

Warning: With regard to changes in the database structure, **application version 5.10.2 has been determined as the lowest version from which it is possible to update** to version 6.0. Therefore, if you need to update from an older version, you must first update to at least the above version.

News

- [Ticket Types](#) - In addition to the existence of a default ticket and incident, it is possible to define custom ticket types to match what the tickets are about. ([REQ-007840](#))
- Custom statuses - possibility to create custom statuses and use them in the workflow in the area ([REQ-007934](#))
- [Areas](#) (formerly Services) - Improved and clearer administration of areas, one workflow in an area with the ability to add custom statuses and custom ticket types.

Warning: In version 6.0, there is a fundamental change in the structure of areas (formerly services) – each region now supports only one workflow. If you had multiple ticket types active in the same service (e.g. *Service Request* and *Incident*), the system will automatically split them into separate areas after the update. These new areas will have the same name as the old service, but with the ticket type abbreviation added, for example:

- **Before:** *Customers*
- **After:** *Customers – REQ* and *Customers – INC*

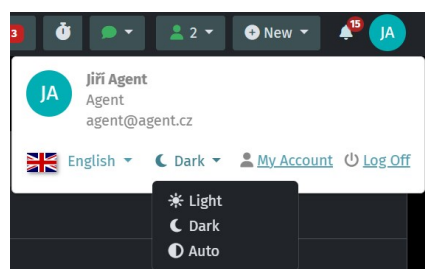
- Services renamed to Areas. ([REQ-014403](#))
- Service Request - renamed to Default ticket. ([REQ-014403](#))
- Merging of End User and Smart User Roles (EU + SU) - there is now only the End User role instead of two roles. ([REQ-014093](#))
- **Requestor AI** – Artificial Intelligence in the Agents' Daily Work


We are introducing a brand new Requestor AI module, which uses artificial intelligence to significantly streamline the work of resolving requests. Key features include:

- Ticket Summarization – a quick summary of the ticket for better orientation.
- Automatic labeling – AI itself suggests appropriate labels based on content.
- Writing assistant – helps to rephrase and complete answers.
- Reply Suggestion Assistant – Generates a response suggestion corresponding to the ticket.
- Sentiment analysis – determines the tone of communication (positive, negative, neutral).
- KB translation – translates knowledge base articles into different languages.
- Ticket translation – translates the communication in the ticket for both parties.
- Drafts of prepared answers and articles – AI recommends ready-made answers and articles.
- Proposal to address the ticket – AI will suggest a summary and closure procedure.

This set of functions is fully integrated into the Requestor environment and helps to speed up the solution, improve the quality of responses and reduce the routine work of agents.

- SMS - Twilio settings now allow you to create tickets from incoming SMS. In the detail of the ticket, it is then possible to reply to the SMS. ([REQ-014259](#), [REQ-014635](#))
- Dark mode - the application now supports dark mode - each user can set it themselves by clicking on their user icon. ([REQ-007511](#))



- [Area and status statistics](#) - in the detail of the ticket under the icon  it is possible to monitor the statistics (dwell time in individual areas or statuses) ([REQ-014377](#))
- Possibility to set the priority of the email for New Email, Reply by Email and Forward Email. The set priority will be written to Outlook and will be visible to the recipient. ([REQ-014331](#))

Enhancements

- WhatsApp and Twilio administration - the ability to choose a custom ticket type.
- Update FontAwesome + Select2. ([REQ-008425](#))

Important: Some icons may now have a different name, which may cause them to no longer be preselected when you open the settings. It is therefore necessary to select and save the new icon again. However, if you do not change the settings and nothing is saved, everything will remain functional without changes. A list of the old and new icon names can be found here: [Renamed icons in FontAwesome 6](#).

- Entering phone numbers with international area code (intl-tel-input component). ([NFN-014917](#))
- Multi-line fields (in Companies and Users) now correctly display line feeds even in read mode. ([INC-014302](#))
- Ability to change the owner of a view group. ([REQ-007494](#))
- Ticket split function modified so that after separating a message, it (in a new/second ticket) retains its original creation date. ([REQ-007782](#))
- Add a URL field to the Call field. ([REQ-008663](#))
- Chat export - added the ability to export chat history. ([REQ-014188](#))
- Adjust the display of files in the Documents module of the mobile app. ([REQ-014428](#))
- Addition of localizations in the form log. ([REQ-014583](#))
- Ticket types in the Dashboard. ([REQ-014670](#))
- In the detail of user settings in the Administration, added headings and hints in individual tabs ([REQ-014711](#)) and added the date of user creation. ([REQ-014924](#))
- Optimization of form loading in the ticket - simplification of SQL queries due to the possibility of building a wrong query plan. ([REQ-014787](#))
- Added option to set notifications for each category only for selected approvers when sending a KB article for approval. ([REQ-014795](#))
- Addition of full-text search in tickets and notes for the role of collaborator. ([INC-014967](#))
- If the user does not have permission to export users under the company (readonly and edit mode), the EXPORT button is not available. ([INC-015009](#))
- Improvements to the TinyMCE editor in the Knowledgebase with new components from Bootstrap 5.3. ([NFN-015011](#))
- Forms per category have a new option to appear for a combination of categories. ([REQ-014446](#))
- Addition of localization of priorities. ([REQ-007877](#), [NFN-014540](#))
- New columns in the list of tickets - Requester <email>, Jira. ([REQ-014821](#))
- Optimize user search. ([REQ-014923](#), [REQ-014849](#))
- Added translations of operational approval in the ticket detail. ([REQ-014444](#))
- Localization of form fields in the list of tickets has been added. ([REQ-007994](#))
- Optimization of search for identification strings (contract numbers, etc.) in the text of tickets. ([REQ-014631](#))
- Added permission to split the ticket for the manager of the ticket area. ([REQ-007629](#))
- Opening message attachments to a new tab (when using RequestorConfig / InlineAttachments = true). Disabling the browser cache on the page with tickets and tickets details - when clicking on tl. The current data is retrieved back. ([REQ-014914](#))
- Notification to article approvers - new setting for article category in the Knowledgebase article. ([REQ-014685](#))
- The log of incoming e-mails now contains a record of deletion by automations. ([REQ-014826](#))
- Move the Category in the Administration to the Productivity section. ([REQ-014830](#))
- Added the ability to select an icon for a folder in the portal. ([REQ-014790](#))
- Updated connection to Google Drive - now works with the current version of GDrive and uses a new picker. ([REQ-014604](#))
- Added new condition to Automation - Time without agent within a domain. ([REQ-011755](#))
- Compact display of the Resolution Summary field in the ticket detail. ([REQ-014487](#))
- In the detail of the ticket in Operational approval, user email addresses are also displayed when searching in the Approvers field. ([REQ-014473](#))
- Knowledge Base articles in the Recently added box are sorted by publication date. ([REQ-015087](#))

✖ Fixes

- Clicking on a user in the list of currently viewing/editing users will display their details. It concerns the detail of the ticket, the KB article and the editing of the KB article. ([REQ-014574](#)).
- Fixed export of users to CSV in the Customers module. ([INC-014547](#))
- Added a warning in case of synchronization failure with MS Entra ID (an "invalid grant" error now triggers an error in the UI). ([INC-014785](#))
- Fix the "Send email" action in automations - the "Select user" field now allows you to enter external email addresses again. ([REQ-014848](#))
- Added summations of the number of users for selecting groups per area. ([REQ-014857](#))
- Fixed storing the priority value in automation. ([INC-015020](#))
- Fixed a problem with displaying the launch log of automations containing apostrophes in the name. ([INC-015005](#))
- Fixed an issue with not saving categories for calls. ([INC-014639](#))
- Fix ticket ID with rarity ID -000000. ([REQ-014862](#))
- Fixed automation of the Agent settings action when the area change event occurs. ([REQ-014548](#))
- Resolved error when adding a new user to the Company in the Customers module by the agent. ([REQ-014713](#))
- Fixed incorrect display of redundant tickets in filtered views. ([INC-014086](#))
- Fixed the use of prepared replies and signatures that have an apostrophe in the name. ([INC-015074](#))