

Requestor 6.1.2

News

- Area + notification in the bell. ([REQ-014159](#))
- Facebook Messenger integration. ([REQ-014759](#))
- Requestor AI: after installation, the module is visible in the administration with information about activation. ([REQ-015193](#))
- AI ticket solution summarization. ([REQ-015192](#))
- AI tags - removed from the tag box and the column in the ticket list. They are now displayed in the AI box. ([REQ-015191](#))
- Product fruits integration. ([REQ-008087](#))

Enhancements

- Improvements to Business in the Customers module - added the ability to create a case from a ticket, change the order of the code lists, filter stores on the dashboard and change the order and visibility of columns in the table view. ([REQ-014757](#))
- Optimization of the ticket detail header - change of the Voting and Watching function. ([REQ-006597](#))
- Added the ability to notify selected users about the creation of operational approval, approval/rejection and approval closure. ([REQ-014863](#))
- Quickly copy ticket ID as HTML link. ([REQ-015241](#))
- In the menu on the right, there is a button to set the postponement (this also applies to 'Waiting for a third party'). After clicking it, a dialog appears where you can specify the postponement details. ([REQ-015241](#))
- New settings - Pre-fill the "From" email field to the default email box for New email. ([REQ-015241](#))
- The number of remaining actions for the occasional agent is now updated even after the action (e.g. status change, comment sent) in the ticket detail. ([REQ-015243](#))

Fixes

- Removing the nonstandard valid_elements parameter from the TinyMCE editor in Message Forwarding. ([REQ-015186](#))
- Fix for broken "change area" event in automations. ([INC-015190](#))
- Possibility to send WA messages to foreign phone numbers. ([REQ-015211](#))
- Fixed an issue where notifications were erroneously sent to all agents regardless of area after an upgrade. ([INC-015224](#))
- Fixed public access in the dashboard. ([INC-015249](#))
- When editing a custom type with a specific area, information about the selected areas was lost when saving. ([INC-015257](#))
- Fixed incorrect transfer of validation when changing the type/area in the ticket created from the binding. ([INC-015254](#))
- Fix for the Requestor mobile application if custom ticket types are defined. ([INC-015273](#))