

Zendesk — Version 5.1.0

Released for ZENDESK on Apr 5, 2021

From now on, you can create Basic connections to sync zendesk tickets. With Basic connections, you can sync the most basic ticket data. These connections are easy to set up and can be upgraded to Visual and Script connections to add more features. We also made a bunch of other improvements, bug fixes, and UI updates.

In this release

Improvements

ZENDESK-320	Now you can create Basic connections. They are easy to set up and sync all the basic ticket types. You can upgrade the connection to Visual or Script if you want to have more flexibility
ZENDESK-327	Exalate for Zendesk can now convert Markdown to HTML and vice versa. This simplifies syncing text, images, lists, tables, links, and comments. Check this article for more information
EXACOMP-943	Improved app performance by reducing the memory consumption of the connection list
EXACOMP-995	Added logging for blob mismatch errors
EXACOMP-729	Improved app security
EXACOMP-1054	Optimized the message API

Bug fixes

EXACOMP-1028	Fixed a bug with an error appearing after updating a ticket synced from an Azure DevOps work item
ZENDESK-323	Fixed a bug where it wasn't possible to buy a Zendesk license
EASE-7798	Fixed a bug where Exalate for Zendesk wasn't able to verify the authentication type
EXACOMP-440	Fixed a bug where sync requests weren't removed if a clean-up was running at the same time
EXACOMP-1047	Fixed a bug where some connection-related data wasn't deleted after deleting a connection
EXACOMP-1068	Fixed a bug where mapping suggestions weren't shown when configuring sync scope for Visual connections
EXACOMP-1053	Fixed a bug where some of the projects weren't shown for Visual connections
SNOWNODE-309	Fixed a bug where the connection ID was shown instead of the connection name
EXACOMP-1140	Fixed a bug where it wasn't possible to edit mappings when configuring Sync scope for a Visual connection
EXACOMP-1158	Fixed a bug where it wasn't possible to publish a connection between Zendesk and Azure DevOps
EXACOMP-1162	Fixed a bug where Documentation links were opened inside the UI
EXACOMP-1166	Fixed a bug for compatibility with older versions of Exalate for Jira on-premise
JCLOUD-1529	Fixed a bug where the Remote link wasn't shown in the ticket view
EXACOMP-1186	Fixed a bug when there was a white screen when clicking Go to remote
ZENDESK-349	Fixed a bug where a user with the agent role couldn't sync tickets

UI updates

EXACOMP-1014	Now you can contact an Exalate partner from the License Details menu
EXACOMP-1015	Updated the text of the License Details menu
EXACOMP-987	Updated the notification for errors with attachment sync
EXACOMP-1064	Updated the flow of establishing a Visual connection

EXACOMP-1198

Added a pop-up notifying that a connection already exists