Freshdesk - Version 5.25.1

Released for Freshdesk on June 12th, 2025

This release introduces a new integration between Exalate's Core system and SyncRoom - a new way to manage cross-company integrations from a single, unified console.

Learn more about SyncRoom and how it enhances your Exalate experience here.

Additionally, we've implemented several improvements:

Improvements

- NCI-190 - Ability to use (nodeHelper.getAgentByEmail) method within the Script connection;
- NCI-203 - Support of Inline images feature within the Description and Notes fields;
- NCI-164 - Enhanced Registration page;
- SYN-3 - Added node administrator approval flow;
- SYN-141 - Implemented initial onboarding support for SyncRoom.

Product

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