

Freshservice - Version 5.27.0

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Released for Freshservice on July 29th, 2025

[?](#) Access Trend Dashboard from the Exalate Console

Exalate administrators can now securely access a dedicated trend dashboard directly from the UI. This dashboard provides insights into synchronization activity over time, helping admins monitor and understand their node's performance. The link opens in a new tab and is available only to authorized users. More details [here](#).

In this release, we've resolved the following issues and implemented improvements:

Bug fixes

- NCI-384 - Status changes not triggering sync with custom statuses setup.

Improvements

- [Product](#)
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XLT-6852 - Trend dashboard for Exalate;
- [Release History](#) [?](#)
NCI-204 - Mapping Impact and Urgency by name;
- [Glossary](#) [?](#)
[API Reference](#) [?](#)
NCI-282 - Include comment author in the payload;
- [Security](#) [?](#)

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