

# 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

- [About Us](#) ? - **Trend dashboard for Exalate;**  
[Release History](#) ?
- [Glossary](#) ? - Mapping Impact and Urgency by name;
- [API Reference](#) ? - Include comment author in the payload;  
[Security](#) ?

[Pricing and Licensing](#) ?

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