



What's New in CSM 10.5.0?

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Overview of What's New in CSM 10.5.0

Links to community-suggested features on the [Cherwell Ideation Station](#) are provided when available. You must create an account and be logged in to view ideas. Additionally, links to "Learn more ..." about the feature are provided at the bottom of most sections.

Purge System Tables

A new Action called **Purge System Tables** is available to purge CSM system tables of email records and attachments on a scheduled basis.

You can define this Action in the Scheduling category of CSM Administrator.

- This Action physically deletes selected email records and attachment items from the database. Prior to scheduling this Action you should back up any items that you need to retain for future use.
- We recommend that you schedule this Action to run out of normal business hours as it may take some time to complete, especially for larger purges.

[Learn more...](#)

MS Teams Chat

MS Teams chat provides the ability to communicate with other team members without having to leave the Business Object record you are working on, as well as storing conversation history within the ticket.

MS Teams chat is available when Related Item Navigation is enabled for a Business Object.

When MS Teams integration is configured, chat conversations created from CSM create a Team with a delegated user as the owner.

Chat messages sent from CSM come from the delegated user account.

CSM utilizes the General channel of the created Team for communications.

[Learn more on configuring MS Teams chat.](#)

[Learn more on using MS Teams chat in the Related Items Pane.](#)