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DeskPRO Build #105 Released

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.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #105

:The following is an automatically generated list of changes in this release

- Tweak auto-linker to not match trailing parens •
- Fix sql error when fetching related tasks when you dont belong to any teams
 - 'Separate article suggestions in ticket settings •
 - Add max-height and scrollbar to top searchbox •
 - Periodically updateui on tabs to handle height changes post-load •
 - Couple more fixes to handle agent validation after email validation
 - Fix require validation on users from gateway-submitted tickets
 - Fix incorrect form error when adding gapps gateway ullet
 - Fix regex matching custom ref codes •
 - Fix creating agent or agent team filters from admin
 - Fix typos •
 - Fix agent reply from web interface clearing agent followers
 - 'Fix missing js phrase •
- Fix fields that arent enabled in the 'default' layout not showing up when agent views ticket
 - Fix docx mimetype not being read, fix unknown mimetypes from being saved as file.txt •
- .Add a number of built-in DPQL reports and fix a few bugs that come up when adding them
 - Fix the 'stop actions' trigger •
 - fix misspelling of maintenance •
 - Fix exception when submitting download with no cat
 - Fix notice when trying to fetch non-existant agent \bullet
 - Fix DbLoader sometimes not returning array
 - Reload when data registry is not defined ullet
 - Use select boxes for kb article cats $\, ullet$
 - :Simplify new gateway page a bit \bullet
 - Add in original ticket message as part of pending article •
- New ended chat filter for missed chats (those that ended unassigned), add grouping var for total time a chat was opened
 - Add keyboard nav to snippets •
 - Ability for Popover to open to the bottom, snippet viewer opens to bottom
 - Turn message types in ticketview into menu •
 - Fix notes being called messages in notifications ullet
 - Prevent removing copyright line •
 - Support for a draggable left column in the reports. The drag width is maintained across pages in a cookie
 - Add two-level select widget for departments/categories in userland newticket •
 - Report builder printing (via css media that hides everything non-essential) and improved CSS .compatibility
 - Fix labels input box being too short
 - Show flag icon in ticket list •
 - Fix bugs with inline email edit form, dont allow empty email
 - Show user icons in ticket list, add chats list •
 - Show edit icon when hoving position in org •
 - Improved value formatting for numbers, along with explicit use of the FORMAT() function. The \bullet .PERCENT() function can also take an argument to control decimal output as well
 - Add direct link to settings tab from user menu
 - Fix null slug \bullet
 - Enable notifications on new agent accounts
 - Handle 404 when trying to run bad filter
 - Show linked tasks on tickets •
 - .Support for CSV rendering of DPQL reports
 - Add icons for notify rows •

- Open notification area off by 1 pixel •
- Fix new chats not showing up in notifications area, change favicon animation a bit when new chat waiting
 - Catch autoreplies •
 - Fix error messages not clearing failed label •
 - Fadeaway on publish titles in agent interface •
 - Move around open in window/min tabs, cancel button
 - Show counts of categories •
 - Better overlay loading page for article suggestions from newticket •
 - Full-height email source textarea in detail popup, add tab to view process log for an email
 - Reduce text size and padding of table view •
 - Fix background going weird when activating different display options in list view
 - Fix {{names}} in gateway account criteria description
 - Delete permissions when deleting agents •
 - Increase width of massactions other properties rows
 - Fix blank options in massaction •
- Fix plain select boxes being revealed sometimes when switching between departments with custom field layouts
 - Fix getting department names with specific ids •
 - Add support for value formatting in DPQL, both automatically detected and the start of configurable \bullet .formatting via the FORMAT() function
 - .Store report collapse state in a cookie so it's saved
 - typo: spell receive correctly •
 - Enforce ug permissions on published content •
 - Fix the From name being lost when a different transport is used via trigger
 - Fix a couple html phrases •
 - Replace outlook smilies with UTF8 smilie •
 - Fix cloud cron run wrong timeout compare •

If you are using the cloud version of DeskPRO, your account will have already been updated or will be updated ... within the next 24-48 hours

.If you are using DeskPRO download, you can update your installation from the admin interface