

DeskPRO Build #107 Released

Release Announcements - تعليقات (.) - Chris Padfield - 2012-08-24

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #107

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

- Hide the query editor from the main report builder page as well by replacing it with •
 - .an introduction section
- .Only show the query when printing when it's not coming from a saved report •
- Add automatic linking support when referencing a relationship (like tickets.agent) •
 - .(that has a known linking method (using ID only
- Add basic LINK(print, url, [args]) function that allows links to be generated in HTML •
 - output. The link parameter defaults to being relative to the DP root and takes params
 - .in sprintf format
- Fix offline message when no db connection made yet (eg cron from upgrade •
- Fix a couple bad log lines •
- Fix path to breadcrumb-bullet.gif •
- Enable 'agent' grouping under team tickets •
- Fix transaction nesting, possible un-persisted validating email record •
- Fix invalid token name in resolveDeletedTicket •
- Fix error when chat user comes back after timeout •
- Handle when validating address already a user •
- .Hide the query for a built-in report by default •
- Ensure that the report loading indicator is always displayed and that you are scrolled •
 - .to the main report contents properly
- .Clean up column titles on built-in reports where possible •
- .Better display of the report list •
- .Remove commas from year output •
- .Favoriting a report adjusts the favorite list in the sidebar automatically •
- Automatically adjust the height and labels usage on pie graphs that have a lot of •
 - .slices
- .Use expandable textareas in the query builder •
- .More spacing between report items •
- .Larger default report sidebar •
- .Make reports load via AJAX (hash change events) where possible •
- Show send feedback window on JS error •

- After upgrades, clear the CSS cache blob so its regenerated based on any new css templates
- Fix lic check counting deleted agents
- .Add support for pie charts as well as bar and line graphs
- .(Support for displaying up to 2 output types in DPQL (such as DISPLAY BAR, TABLE
- .DPQL output bug fixes and improvements
- Improve plan listing in admin dashboard a bit
- Dont load offline sites
- .Basic graphing support (line and bar graphs) for DPQL reports
- Prepend new notify rows to list
- Fluid width for feedback vote button for other langs
- Fix setting agent owner when creating team filters from admin interface. This would result in it showing up in the agent interface due to the permission passing on 'own'.filter
- 'Make possible to not use 2lvl select by adding class 'no-dp-select
- Need to set gateway and gateway address in NewTicket or else it'll be set after triggers execute
- Add language field that was missing in a few places
- Clean up massactions form a bit
- Fix tab scroll height correction

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