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DeskPRO Build #116 Released

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.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #116

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

- Add beginning of chat blocking •
- Message about secondary agent joining chat
 - Fix possible double-messages appearing •
- Dont show user both joined and assigned message, just joined ullet
 - Handle case when user comes back from timeout
 - Add session info to chat view •
 - Fix attachments uploaded by agent during newticket
 - Tweak positions of a couple chat boxes •
 - Fix user typing message not being hidden sometimes
 - Move warning about logged-out user •
- Fix clicking rows in notifications area toggling tab if it was already open
 - Dont send chat transcript when there was no agent message
 - Chat: agent listing fadeaway titles •
 - Correct alt favicon number bgcolor •
- Prefer plaintext to html emails if html email is very large. Very large emails can cause htmlpurifier to .choke
 - Chat: Fix weird 'close' button •
 - Change list builder needs to check ticket permissions before dispatching client messages
 - Fix keyword 'default' breaking asset build •
 - Fix notice about undefined with getErrorsDebug on validator $\, ullet \,$
 - Improve a few FW email matching patterns for Outlook
 - Fix email cc's •
 - Prevent whole tree from un-collapsing when moving categories $\, ullet \,$
 - Fix bad display options between people search result pages in table mode $\, ullet \,$
 - add French •
 - Fix error when custom filter has a 'ticket closed by' date term
 - Auto-expanding textarea on newticket, cc controls
 - Fix js scrollbar jumping •
 - . Allow access to view/manipulate most ticket data via the API $\, ullet$
 - Strip out bad utf8 chars in convertToUtf8 •
 - Fix error 1477: Notice with 'Total agent waiting time' stat
 - Fix editing time on time triggers \bullet
 - Show email address on reply notif $\, ullet \,$
 - Add usersource test page •
 - Add email test page in admin •
 - Show field ids in list and edit view $\ \bullet$
- . Support automatically generating a list of what can be accessed in DPQL for documentation purposes $\, ullet \,$
 - Make sure code supplied is an integer ullet
 - Fix rare case when destroyObjects might not be set •
 - Remove hash portion of script that can mess up local hash checks
 - Add 404 for invalid feedback view •
 - Fix notification sent to user waiting validation •
 - Fix notice about undefined field manager Handle invalid uploads in admin acceptTempUpload •
 - Fix notice with triggers that use email/email domain
 - Standard user boxes •
 - Snippets on newticket fix, reduce vertical space used by ticket fields
 - Changes to newticket style •
 - Prevent any edits when ticket locked
 - Add ticket locking •
 - Add 'remove' menu with '& ban' option •

- Fix bug in setting standard fields not working, enable select2 on choice fields in fields tab
 - Some updates to saving custom fields in new layout
 - .Support for multiple groupings in report titles •
 - .Ensure that custom fields are easily queryable via DPQL
 - JS to change fields and layout based on rules
 - Update to some JS hooks for ticket header
 - Work around improved ticket header Tweaks around favicon/tab titles •
- Ensure that decimals in DPQL are parsed correctly and that numbers are not directly allowed in GROUP .(BY clauses (this prevents a SQL error
 - Add support for aliasing in report GROUP BY columns •
 - .Display a total row and column in matrix table reports •
 - Add an implicit limit to the report system of 2500 results (per "split"). This limit is skipped when (outputting the reports to non-HTML (CSV
- Adjust department names in reports to print "parent > title" to be less ambiguous. Related, make group

 by add an order by of the printable version of the group field
 - (Remove decimals by default in reports (can be added as needed via FORMAT() function •
 - .Adjust the report builder page loading system to ensure that embedded JS is run as expected
 - Additional built-in report categories •
 - .Support for grouping reports by using [...] in titles around groupable parts •
- Update system to manage API keys and allow access to the API bundle (/api prefix) when a valid API key .is provided
 - Cloud sites max attach is always 10 MB, remove option from admin •

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