DeskPRO Build #116 Released

Deskpro Releases - (٠) تعليقات - Chris Padfield - 2012-09-11

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
- 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
- Improve a few FW email matching patterns for Outlook
- Fix email cc's
- Prevent whole tree from un-collapsing when moving categories
- Fix bad display options between people search result pages in table mode
- 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.

- Strip out bad utf8 chars in convertToUtf8
- Fix error 1477: Notice with 'Total agent waiting time' stat
- Fix editing time on time triggers
- Show email address on reply notif
- Add usersource test page
- Add email test page in admin
- Show field ids in list and edit view
- Support automatically generating a list of what can be accessed in DPQL for documentation purposes.
- Make sure code supplied is an integer
- 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())

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- 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.