

## DeskPRO Build #121 Released

Release Announcements - (·) Chris Padfield - Comments - 2012-09-14

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #121

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

- .Add support for creating people via the API •
- .Ability to create organizations and view their members/tickets via the API •
- .Updated report placeholders and additional built-in reports •
- .Add display order support to reports •
- Large number of updated report queries, using the new dynamic params system, •
- .which covers fields, dates, ticket statuses, and orders
- .Show timezone on report results •
- Update the href of links when we update the report params to support middle click to •
- .open a new tab properly
- Fix saving custom org fields on neworg form •
- When KB refreshes, make sure tree state is restored •
- Properly use the 'create' and 'view' layouts (separate) on agent newticket and •
- viewticket, add reset button to reset all layouts
- Fix time triggers on date created matching when they shouldn't, fix flagged action in •
- a trigger context not setting flag, hide certain trigger actions that dont make sense in
- time triggers
- Fix 'all' filter counter not updating •
- Fix new tickets by agents not being properly classified as created by agent •
- Correct trigger display name when 'new ticket created by agent' is chosen •
- Fix agent-created filters being inserted as global •
- Fix custom field lists on table view, fix display options not carrying through on •
- pagination
- Fix showing empty values on people search •
- Fix person fields not being displayed on ticket and person search listings even when •
- enabled
- Fix checking items in display options making the list scroll •
- Fix bad license expiry 'days' when viewing license •
- Disable trends, open up report builder •
- Toggle chat available status when going away •
- Fix 'chat available' option •

- Tweak size a bit •
- 'Couple IE fixes •
- Use just CSS to draw widget tab as well •
- Better chat button, more customisable coloring and language •
- Fix opening links, add link to helpdesk, fix up layout of feedback and chat forms, use •
- selected links from admin in default content list
- Change the report builder system to have support for queries with placeholders that •
- are dynamically replaced by user choice (such as date range, field, etc), such that
- .only one version exists in the database
- .New DATE\_OFFSET\_GROUP function for reports •
- .Support for stacked bar graphs in reports •
- Bunch of tweaks to website widget, add admin interface for selecting which content •
- to show by default in sidebar
- Auto-close ticket after reply unless you click the toggle button •
- Tweak spacing around headerbox •
- Move flag to tasks, add inline tasks form, ajax tasks adding •
- Change messages tabs to Messages / Full Log, clear out old code to do with toggling •
- displays
- Tabs in message box, show dates and times, get rid of time in header •
- Updated languages: Dutch - Dutch: Added 1 phrase •
- Remember grouping preference in filters •

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