

DeskPRO Build #163 Released

Release Announcements - تعليقات (٠) - Chris Padfield - 2012-10-30

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #163

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

- Fix fadeaway on feedback titles •
- Fix redactor toolbar image paths when compiled •
- Bunch of small changes to improve cleanup of objects and detached DOM nodes •
- when tabs are closed, improve JS scroll updates to reduce number of closures and removes unneeded calls
- Fix label 'not in' type search criteria •
- .Allow contact data to be set via the API •
- Change API searches to not be cached unless you specifically request an old search •
- .using the cache_id parameter
- Allow the publishing date of a news item to be set when updating the news (as well •
- .(as creating
- Fix permissions of child categories in publish •
- Show error message when session times out. Shouldnt happen because each request •
- .keeps session alive, but can happen if resuming from sleep
- Fix reply submit event not executing if you dont have merge permissions •
- Fix possible warning when select2 destroyed before menu closed •
- Fix missing continue statement that prevented matcehd helpdesk address from •
- being added as cc
- .Ensure ticket messages in emails are sent in RTL if necessary •
- .Ensure that all RTE buttons can be enabled and that RTE tables display correctly •
- .Ensure that pressing enter only inserts a single line break in the agent RTE •
- Ticket log for ticket hold •
- Single name field on admin edit agent page •
- Fix updating contact data not updating view immediately after saving •
- Fix country when adding new contact address, show full address in contact info •
- rather than just line 1
- Fix applying macros not persisting when the macro does simple changes (eg. just •
- (changing status
- Fix 'changed' terms when used in 'any' criteria list •
- Fix end ranges for overview reports not counting today's tickets •

- .Show agents in the user merge auto complete •
- Support for draft messages when using the rich text editor (kept for a week dy •
- .(default
- Fix trying to create temp email address sometimes when handling autoreply •
- detection
- Fix possible warning when sorting sticky word search results •
- Setting to disable comments •
- .Ensure the correct status code is returned by the API when creating a new record •
- Allow signatures to be set via the rich text editor, including embedded images. •
- Additionally, permission controls over whether an agent can set a signature (and
- .(whether they can use the rich text editor to do it
- Allow the individual buttons displayed on the editor to be controlled via ticket •
- .features
- .Allow dragging of content within the RTE •
- Support dragging images onto the RTE to upload them and insert them into the •
- .message
- .Don't list inline images as attachments when writing a message •
- .Ensure the RTE toolbar is displayed correctly •
- 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