

DeskPRO Build #172 Released

Release Announcements - تعليقات (٠) - Chris Padfield - 2012-11-07

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #172

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

- Tweaks to phrases on outgoing email setup
- Add delete link to trigger listing
- Add build script to ensure default triggers
- Fade out and show label for linked departments already in use in select2 menu
- Add delete button to gateway lists
- Rip out all old 'backup transport' functions
- Some minor style tweaks to cloud gateway management, add forwarded addresses form, remove backup outgoing options
- .Improve the display of the plugins list
- Allow tickets to be automatically locked when an agent views them (and unlocked when they stop). Locks can also automatically time out, defaulting to timing out after .an hour
- .Make it clearer that agent status is lost when merging an agent into a regular user
- .Make sure there's a progress indicator when deleting a ticket or marking it as spam
- .Improve the appearance of tabs when wrapping to multiple lines
- Small display tweaks to ticket lists in person and org profile
- Fix ticket rows after 'more tickets' missing id
- Fade out disabled users in user list when viewing org profile
- Dont count disabled users in org count
- Import 'keep messages on server' settings/ids
- Option to keep messages on server
- Add a department permission that controls whether users can create/assign tickets .to a department, even if they can't view the contents
- Fix consumable token name on embedded newticket form
- Fix using string timezone instead of DateTimeZone
- Removing ticket not remoing from lists
- Proper date format on notify rows
- Fix some issues with TimeAgo that could cause it to show blank or wrong time
- Fix bad news title wrapping
- Fix URLs generated from CLI having /index.php/ portion sometimes when they

shouldnt

Missing types for Dp3Ldap usersource •

Send instant-click feedback rating as ajax request. This prevents some malware •

.scanners that visit links in emails from submitting feedback by 'clicking' on the links

Fix ticket feedback on/off setting not applying in interfaces/emails •

Log case where cloned ticket log ticket entity is persisted •

Default fields to empty string to prevent null •

Fix add reply action not having agent context •

Set default time limit on WorkerJobCommand •

Log but dont report warnings about failed open streams in filesystem storage •

.Improve ticket billing to allow the timer to be paused and restarted •

Support adding a ticket billing charge when creating a new ticket •

When pasting into the agent RTE, ensure that paragraphs are separated properly •

.(with 2 line breaks

Start on gateway management changes •

If cron script, show CLI output about error and also a different message if not using •

CLI PHP

.Fix error relating to importing small CSV files •

.Allow draft lifetime to be configured via advanced settings •

.Improve signature detection with the agent RTE •

Fix Person::TERM_EMAIL_DOMAIN term when operator is/not instead of •

contains/notcontains, fix custom field trigger match on newticket because fields

saved after trigger criteria run

Add support for organization managers. Managers can access/modfiy/reply to all •

tickets belonging to their organization. They can choose to be automatically CC'd into

.all tickets created for their organization as well

Fix muting new chat notification even when chat away status was not set to away •

Fix when account has no validated email address •

Fix notification tray being off by three pixels when open •

Show max attach size •

Fix custom phrases link •

Fix custom phrases link •

Add country calling code to phone number input •

Add country calling code data to Countries •

.Add additional error checking to the Highrise and Salesforce plugins •

.Workaround Chrome bug where pressing enter in the RTE does not work correctly •

.Ensure that search result links show the correct URL before clicking •

.Give more details and guidance when some database connection errors happen •

Add a generic text cutter to catch most 'On X Y wrote:' type headers •

URL correction (domain/https) tweaks. - Enabled for all interfaces - If you update the •

helpdesk URL, the URL is verified before being saved. - Added config setting to

disable it for troubleshooting

Add bit to mysqlinfo page to show changes in schema, if any •

Fix ticket lock button being hidden •

Fix a few 'method's that should be 'type's •

Disable automatic restore in upgrade that is not well tested cross-platform •

.Support shift+cmd+left/right on Mac Firefox in the RTE •

.Workaround RTE paste bug in Firefox •

.Fix predefined labels not loading if there were more than 300 •

Route marked as post when it shouldnt •

When displaying users by user group, include users in groups they've received via •

.their organization

.Show message history in ticket property update emails to agents •

.Ensure that omniseach results are sorted by relevancy •

.Load ticket snippets overlay from the top when loading from mass actions •

Add agent options to control whether ticket tabs are closed by default when replying •

.or adding a note

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