

Deskpro Releases > DeskPRO Build #172 Released < الاخبار

DeskPRO Build #172 Released

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

.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 ullet
 - .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 $\, ullet \,$
- . Workaround Chrome bug where pressing enter in the RTE does not work correctly $\, \bullet \,$
 - .Ensure that search result links show the correct URL before clicking •
 - .Give more details and guidance when some database connection errors happen ullet
 - 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 omnisearch 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