

## DeskPRO Build #180 Released

Release Announcements - (·) Christopher Padfield - Comments - 2012-11-20

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #180

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

- Dont add staticUrl to widget code by default, base it on the deskproUrl to prevent mismatches
- Add system of caching guest page views on the user interface with minimal overhead
- Add new simple logger option that strips out the rt and cache bust numbers from urls, logs stats in a more parser-friendly way
- .Try to prevent unnecessary ticket update calls
- .Ensure that SLAs are properly updated in all scenarios when updating a ticket
- .Clean up SLAs in the section list
- Dont cache some DQL queries that change (e.g., IN's), and limit the filesize
- Fold serve-widget.php into dp.php, make it multi-purpose
- Move session pings to simple loader, add BASE\_PATH javascript constant for when .(we need the base url without index.php (needed if rewriting is off
- Cloud dql.cache.php file created in central app/sys/cache directory
- Add 'notice' type message loaderto admin interface
- Enable changing custom domain from within deskpro
- Add type param to onboarding ask form
- Fix uploading attachment in chat window
- Fix typing in newticket not scrolling to bottom as textarea resizes
- Remove bad tab sort
- Show in admin interface when billing failed
- Some fixes to cloud onboarding
- Show hours/minutes when expiry date gets close
- Disable most \_sys scripts from running in cloud env
- Fix deleting ticket by macro not saving you as the person that did the delete
- Better detection of original ticket in bounced messages
- Prevent deleted tickets from trying to save to ticket\_changetracker\_logs
- Significant speed improvement to polling for new messages as an agent by avoiding .initializing the whole system
- When accessing total\_user\_waiting time via a DPQL report, automatically add any

.current waiting time into it so it is correct

Flush after each sla. Prevents some trigger errors, like trying to add labels in two slas •

ArrayFileCache sets umask to prevent perm issues •

Slightly higher timeouts on submit error reports •

Cache DQL to file •

.Prevent error triggered when removing an SLA without an application person •

.Fix potential fatal error when applying a mass action to a ticket with an SLA •

Chat widget doesnt load full system just to render button •

Welcome via massagents changes plan in cloud •

Add 'welcome' box to first agent login to get their name and profile picture •

Trim trailing dot on hostname before trying to look it up •

Add dismiss all button •

Fix CodeTicketDetector with codes in headers, increase time for subject matching •

.Don't update agent reply times when adding a message •

.Show the SLA failure date on ticket list results even if it was in the past •

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