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DeskPRO Build #187 Released

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.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #187

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

- Adjust updating a ticket status to ensure that all fields are set correctly and that totals are updated as needed •
 - .Need to force DPQL queries to UTC for date manipulations to always be correct •
 - Fix calculation of total user waiting time in reports and ensure that certain date ticket fields are only set when in the correct status •
 - .Take the host and request scheme into account for caching •
 - Ensure that client channel subscriptions are not deleted too quickly and that they are refreshed while the chat is open •
 - Add a user group permission that can prevent people from re-opening resolved tickets. (If they respond via email, a new ticket will be created •
 - When copying and pasting multiple lines from and to the RTE, ensure that line the line breaks are correct •
 - .Fix alignment of urgency in selects across all browsers •
 - .Fix being unable to remove an agent •
 - Move the new ticket action to the end of the triggers, as otherwise a trigger to change the name on the email won't work correctly •
 - .Change request confirmation to not use php://input as this may not be usable on all platforms •
- 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