

DeskPRO Build #192 Released

Release Announcements - (·) Christopher Padfield - Comments - 2012-11-28

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #192

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

- .Allow admins to update their picture on the admin welcome page •
- Fix possible dupe user when adding cc and user doesnt exist yet •
- .Allow users to set/remove their profile pictures via the user interface •
- .Improve agent support for adding/editing user pictures •
- Fix ticket rating links •
- Fix html trimmer trying to unwrap top-level tags that were preceded by text •
- Set last login date for newly registered users who are logged in automatically •
- Fix last login date not being updated if logging in via remember me cookie •
- Fix changing KB categories, fix trying to set dupe categories •
- Get rid of em in db queue, prevent dupe search index updates if multiple changes •
happened since last update
- Log but dont report fs blob errors •
- .Fix the date picker not always working •
- Reset display to inline on check/radio in case external styles set it •
- Fix pagelog from stripping off ? in query string •
- Defer applying ticket modifiers until the entire action collection is added so that the •
.order of application doesn't prevent the modifier from working correctly
- .Prevent potential error if trying to set a ticket charge comment to null unexpectedly •
- Some tweaking around triggers to do with assignments. - New default triggers to set •
agent on new forwarded tickets/ticket email replies. - Two new 'updated' criteria to
specify if an update is via web interface or via email reply - More speciifc language
(("for 'Performer' option in agent/agent team (e.g., "Agent who created the ticket
- Fix missing 'unassigned' options from agent/team actions in triggers •
- The permissions cache wasn't necessarily invalidated when the new reopen resolved •
.permission was added, so ensure that is done when upgrading next time
- .Fix error when splitting a message to a new ticket with custom fields •
- Fix new comments from new users awaiting validation from being validated when •
user verifies their email
- Add simple parser/grouper for pagelog file •
- Improve the interface and usability of ticket/text snippet editing to make it easier •

.and clearer

When submitting ticket messages via the API as another person, set the app current •
.person to that so that ticket actions are all triggered properly

Fix border-bottom line on last row of list view •

Fix password reset URL text •

Allow SLAs to use the default working hours (this allows holidays and settings to be •
(specified once and managed centrally

Allow a global set of working hours to be defined, which will be used to calculate •
.waiting times in tickets

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