

## DeskPRO Build #196 Released

Chris Padfield - 2012-11-30 - [تعليقات \(0\)](#) - [Deskpro Releases](#)

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #196

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

- Fix viewing transport log on test error
  - Fix transport not saving for pop3 account types
  - .Add support for deleting attachments if an agent can delete tickets
  - Allow agents to define the default team to select if an agent team is going to be selected when replying
  - .(or creating a new ticket (based on whether the admin has set the default to change/set a team
  - .Fix error from agent notifier if there is only 1 agent
  - When viewing a ticket, display the active drafts (updated recently) from other agents in the message list
  - so you can see if someone else is working on a ticket. Drafts that are displayed are updated over time
  - .automatically
  - .Add trigger action to set the SLA requirements as complete/incomplete
  - Fix pad around page numbers
  - Fix url route on rejection pagination linking to errors page instead
  - Fix possible dupe email error with default ticket if you hit back button in wizard
  - .When adding a reply via a trigger or macro, make sure the line breaks are maintained
  - In chats, maintain the URL the user starts the chat from and when they browse across pages, even if the
  - .pages are cached
  - .Allow ticket message notes to be deleted by agents
  - Make sure the agent notification popup is hidden when blurring the editor, changing to add a reply, or
  - .moving the cursor to a different position
  - Only show the @notify popup if the @ is found at the beginning of a string or following a space or
  - .certain punctuation
  - Agents can now alert other agents in ticket notes by entering (in the note text) @, the first couple
  - .characters of their name and then selecting them from the list
  - .Fix restoring agents from a deleted state in the admin interface
  - If welcome box is disabled, need to add spacing before title
  - Fix encoded HTML entities in KB article titles during import
- 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