

DeskPRO Build #201 Released

Chris Padfield - 2012-12-06 تعليقات (۱) - تعليقات - Chris Padfield

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #201

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

'Update legacy database classes to using latest revision, fixes 'too many connections •

Better rejection types and explanation •

Add support for setting up an email gateway that allows agents to send messages to •

.it that create draft knowledgebase articles

Fix tooltip over status showing agent name •

Fix order of some ticket logs •

Fix domain on widget example code •

Tweak escalation language to use same terms for awaiting agent/user •

Fix 'i want to' font •

Fix feedback summary reports. Simplified and no longer does a query for every day •

.for every agent

Fix not using proper rating number in direct rating request •

Add link to getting started guide •

Add timer to start and end of cron command •

Prevent errors when using join/implode template functions in templates •

Send email alert if proc takes longer than 60 seconds •

If proc still open, need to exit to prevent dupe runs •

Update links from install errors to kb articles •

.Only show first response SLAs as "active" when the ticket is awaiting an agent •

Agent preferences to receive notifications for their own actions or just when they •

.(forward a message into the help desk (to confirm it was created

.Use save points to allow nested transactions and partial rollbacks to work correctly •

Draft messages now maintain attachments and will update when metadata •

.(attachments, note status) changes but the message text has not changed

Improve some server checks. - Installer detects disable functions that will break the •

system - Installer detects invalid upload_tmp_dir - Admin file upload test detects

invalid upload tmp dir - Better cron error reporting on quick-setup after install

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