DeskPRO Build #215 Released

Release Announcements - (٠) تعليقات - Chris Padfield - 2013-01-08

We are pleased to announce a new release of the DeskPRO helpdesk platform, build #215.

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

• Fix auto-update-is-running trigger not being reset in some cases
• Edit mode on agent ticket now respects ticket layouts
• Don't autocomplete first response SLAs when creating a ticket as an agent.
• Improve display of label changes in agent notifications.
• Fix situation where participant add/remove is listed backwards in agent notification.
• Improve the display of multiple ticket notification log entries
• Need to add CCs to ticket before flushing so extra users are included in response
• Some cleanup of some dead actions in controllers
• Missing rt in export to csv link
• Remove a bunch of bad routes
• Dont cascade remove org when removing Person through the ORM (only affects merging)
• Try to use Thread-Topic header with bounced messages to find original ticket if we cant determine it based on normal Subject
• Add missing OOO subject pattern
• Add debug option to log all delete queries
• Use negative range to try and prevent 'sequence too large' errors on windows
• Correct a on delete action on chat_conversations
• Y/n confirmations during interactive upgrader only accept specifically y,yes,n,no. Fix label for database backup confirmation message
• Add font color to tinymce editor
• Agent emails now have a direct link to manage their notification options.
• Fix the ticket editor stripping out white space when toggling HTML view on and off.
• Allow ticket snippet inserts to be undone.
• Speed up displaying the snippets overlay with many snippets.
• When splitting messages to a new ticket, ensure that filter counts are updated as necessary.
• Fix some minor UI issues with the agent chat.
• Provide tools to validate comments on feedback/articles/etc from the comment list.

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.