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DeskPRO Build #253 Released

Deskpro Releases - (١٠) تعليقات - Chris Padfield - 2013-03-26

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #253

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

- New replybox adds back agent/team selections •
- Create pending article' option for tickets is now under the Actions menu so it can be used without' sending a reply
 - Viewing list of ticket fields now lists which department each field is enabled in •
 - (You can now set a custom offline message from Settings (also used when performing updates
 - Keyboard selection in listpane from "moving" content by one pixel
 - Add CC from top of ticket was not showing user search results •
 - Not updating visitor to point to Person record after user has entered their email in a chat
 - New ticket auto-reply were sent with attachments
 - Register page using old recaptcha template •
 - Unscaled images for uploaded picutres when using a remote blob store like S3
 - Ordering of ticket log rows when using reverse ordering
 - Odd wrapping of assignments row •
 - Fix being able to create users with email addresses belonging to gateway accounts
 - Handle exception when problem adding twitter account from admin •
- Cache dir needing to be writable if you enable certain plugins Template warmer did not warm some plugin template files. The first time you enabled a plugin, if it was one of the unwarmed ones, the system .would try to write the cached template to the fs which could fail if it wasnt writable
 - Error in cron task that generates sitemap.xml
 - Prevent multiple draft auto-save requests •
 - Created date of split ticket should be the date of the first message of the split
 - Clicking checkbox on ticket split not checking in Firefox
 - Feedback reports missing link to summary page •
 - Ticket unlock button being unclickable by another agent •
 - Ticket fields section showing empty after saving with field layouts •
- Attachment hotlinks would fail filename validation on files with spaces or other special characters in the filename
 - Sub-blob (e.g. thumbnail image) not being properly linked to real blob •
 - A PHP notice when file ops fail would prevent proper file from rendering even when backup adapter worked
 - Also fix an issue with adding the new snippet to the list you are already viewing
 - Fix problem creating snippets with blank shortcut code •
 - Department permissions now properly apply to organisation managers •

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