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DeskPRO Build #254 Released

Chris Padfield - 2013-03-28 <u>تعليقات (۱)</u>

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #254

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

- Image thumbnails being made square •
- Fix adding new chat snippets not appearing in the list right away •
- Can now add new chat snippets when the 'All' category is selected •
- Fix possible case with chat track showing chat frame URL instead of parent •
- Chat replybox height was off by about 15 pixels so if you clicked near the bottom, the box would not focus
- Fix helpdesk remaining offline when upgrade process cancelled before anything could be done (e.g., bad \bullet (path to PHP binary
 - Fix unsetting cat/pri/prod as required •
 - Agent:Ticket:Replybox) Switching to note tab unchecks the assignment checkboxes if they were) checked by default
 - Agent:Ticket:Replybox) Fix "close tab" preference not being applied properly)
 - Missing notice about agent viewing hidden feedback in user interface $\, ullet \,$
 - Showing 'delete' massaction even if you are not allowed to delete •
 - User:Feedback) Comment link in feedback list had wrong URL) •
 - (User:Feedback) "Any Status" count including hidden (deleted, spam etc)
 - Phantom notification count when opening a ticket that had multiple notifications in the notification center
 - Labels input stretching table when browser window made smaller •
 - 'Possible error trying to perform mass draft actions on 'undefined $\, ullet \,$
 - Improve layout of followers box on ticket view •
 - Snippet shortcodes would insert current person info for {{user.X}} variable replacement
 - Show why an agent got a notification in ticketlog •
 - JS error on newticket using keyboard shortcut on status menu $\, ullet \,$
 - When a forwarded ticket is sent to the helpdesk by an agent and is accepted but has an unknown user listed in a 'CC' line, log the unknown user in the ticketlog
- Hitting 'dismiss' button in notices could refresh the page in Webkit, which could possibly cancel the ajax request that actually dismisses the notices
 - Ticketlist not updating when last ticket of a grouped view was supposed to be removed
 - List of email addresses on profiles have copy icon when mouseover •
- A user cc'ing a new user who does not yet exist on an existing ticket would cause two email notifications to agents if agents subscribed to property changes and new replies
 - Can now create new snippets from the 'all' categories list ullet
 - Hitting enter key in snippets with only one result will enter it without having to press down to select it first
 - Ticketlog in reverse order had log groups put after message instead of before •
 - Ticketlog was missing template name when trigger sent a custom user email $\, ullet \,$
 - Drop zones for file uploading in replybox •
 - Fix for possible draft requests overlapping / draft saving while reply or note is being saved •
 - Not being able to change selection in newticket status menu due to backdrop z-index eating click •
- When viewing grouped ticket list, sometimes tickets that dont belong in the active group would be autoadded to the list
 - 'New ticket created by agent had user notification subject beginning with 'RE $\, ullet \,$
 - Make sure unchecking doesnt apply assignment •

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