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DeskPRO Build #265 Released

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.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #265

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

- NEW Date fields have more validation options to specify valid date ranges and days of the week ●
- IMPROVEMENT Add "date created" term to triggers ●
- IMPROVEMENT Add urgency criteria to triggers/slas/escalations ●
- FIX Mangled titles in some UTF8 strings ●
- FIX Tickets being put on hold that were not awaiting agent ●
- FIX SLA 'team' search results when you belong to more than one team ●
- FIX Setting ticket language in new tickets via API ●
- FIX Saving snippet categories wasn't actually persisting the changed category ●
- FIX "Can view unassigned" not applying properly in some cases ●
- (FIX Mangling of some unicode characters when using PHP with older versions of libxml (<=2.6 ●
- FIX Moving snippets between categories did not update UI properly<span class="dp-label dp-label-
info">FIX Moving snippets between categories did not update UI properly ●
- FIX Validation on regex patterns in triggers would fail with certain patterns ●
- FIX Label defs for people were misclassified in admin interface ●
- FIX Custom fields not showing in ticket results when paging ●
- FIX Relative dates in ticket rows not being rendered when paging through ticket results ●
- FIX Trimming some UTF-8 strings could remove other UTF-8 characters ●
- FIX Showing create ticket form when no permission to create tickets in any department ●
- FIX Fix some cases of pressing "enter" in RTE editor bringing the cursor to the start ●
- FIX "A" characters in place of unicode non-breaking spaces in text emails ●

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