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DeskPRO Build #267 Released

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.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #267

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

- (NEW Updated agent interface ([read more](#)) ●
- NEW Trigger and macro action to add agent followers ●
- CHANGE New feedback will look up user info from email address in user sources to get name ●
- FIX Interface not showing the 'assign' permission on a department an agent had 'full access' to ●
- FIX Prevent creating empty phrases ●
- FIX Locking/unlocking a ticket causing empty ticket logs ●
- FIX Viewing a feedback status resetting its title ●
- .FIX Agent email replies with special #note code would still reset status and assignment ●
- 'FIX Floodchecks and flood warnings being run on users already set to 'disable autoresponses ●
- (FIX Dupe triggers being listed in ticketlog (happens if trigger has multiple actions ●
- FIX When editing ticket fields, prevent selecting first listed language when a ticket was created with no ●
- (specific language (i.e., would select a specific language instead of the helpdesk default ●
- FIX Showing commenting permissions in usergroups editing when comments disabled from settings ●
- FIX Not showing feedback comments if permission to add comments disabled (e.g., even comments from ●
- (an agent would be hidden ●
- FIX Times on agent chat messages ●
- FIX Dupe agent chat windows ●
- FIX Manually unlocking a ticket locked by another agent would not un-hide controls to edit ticket fields ●
- FIX CSV import from admin not using standard blob storage to handle file uploads ●
- FIX Ticket reply form is not reloaded when permission to reply changes because of a ticket change (e.g., ●
- (unassigned to assigned ●

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