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DeskPRO Build #297 Released

Chris Padfield - 2013-09-11 <u>تعليقات</u> - Chris Padfield - 2013-09-11

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #297

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

- ${\bf IMPROVEMENT\ Improved\ handling\ of\ agent\ forwarded\ messages\ (specifically,\ Postboxapp\ and\ } \bullet \\ (Thunderbird-based\ clients$
 - FIX Fix handling of CC's in a forwarded message •
- FIX Weirdness with saving smtp account during installer. You would sometimes need to refresh the page .before saving the account worked
- FIX If you have a long team title, clicking the agent name in ticket reply box would open the team menu instead
 - FIX shift+p shortcut to open profile on ticket tab •
 - FIX Missing counters on custom widget tabs in Chrome •
- FIX When a ticket has missing required fields and you changed the department, the option would look
 like it changed but the department change did not actually save
 - FIX When switching departments, the required fields would not update in the UI, you would need to .close/reopen the ticket to see the new required fields
 - FIX Hierarchy with custom checkbox fields •
 - FIX Searching on a message and sorting by urgency would cause an error •

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