

DeskPRO Build #306 Released

Release Announcements - (·) Christopher Padfield - Comments - 2013-10-15

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #306

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

- NEW Add "attachments" tab to "Full Log" in agent ticket view to view all attachments •
in a list
- IMPROVEMENT Add custom field data to 'export to csv' function in agent interface •
- IMPROVEMENT New feedback form is clearer with a 'title' field and proper error •
message when title is empty
- IMPROVEMENT Scrolling while you type a very long reply will scroll as the reply box •
grows
- FIX Search on custom org fields •
- FIX Rendering reports with PERCENT() rendering charts with values between 0 and 1 •
- FIX Being taken out of "tabs only" mode when replying to a ticket and opening the •
next automatically
- FIX Default cat/pri/work/prod selections not being applied to newticket form in agent •
interface
- FIX Handling multiple department IDs in trigger criteria during PHP-time check •
- FIX Attachment replacement regex matches could match too much and result in •
invalid routes
- FIX Editing agent 'Other Notifications' from admin interface would not save changes •
- FIX Editing an agents notification options from admin would always re-enable •
"Agents who can control their own email/browser notifications" options
- FIX Permission combo: Add notes on, but reply off would not show reply form •
- FIX "Email Headers" trigger criteria •
- FIX Disabled appears of 'add new category' in publish •
- FIX Possible z-index issue of 'add new category' modal in Safari •
- FIX Sometimes article contents may be auto-saved and kept even when the article is •
saved
- FIX Signature not appending to newticket form •

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