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## DeskPRO Build #306 Released

Chris Padfield - 2013-10-15 - <u>تعليقات</u>

.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  $\, ullet$
  - 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 ullet
    - 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