

DeskPRO Build #319 Released

Release Announcements - (0) تعليقات - Chris Padfield - 2014-03-20

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #319

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

- NEW New settings in ticket settings allows admins to control which email account • and 'from' address is used when agents use the 'forward message' feature
- IMPROVEMENT When using @mention, you will see a warning if the target agent is • not allowed to view the ticket
- IMPROVEMENT You can now specify default form values for newticket form by • passing them in the URL query string
- IMPROVEMENT Ticket filters on custom choice fields can now specify multiple options • .(in one criteria (to create 'or' type filters
- IMPROVEMENT You can now edit the URL slug of articles/news/downloads/feedback •
- IMPROVEMENT Ticket Search API now lets you specify an 'op' with all parameters by • sending abc_op data with the search, where 'abc' is the name of the field. For example, to find tickets where the agent is not 5: agent_id_op=not&agent_id=5
- IMPROVEMENT 'forward message' overlay has auto-completion on email address field •
- CHANGE Clicking on a tab links (e.g., a ticket result) is usually a toggle action. Click • once, open the tab, click again, close the tab. Now, this toggle action only happens if .the tab is the tab you are looking at
- FIX Chat department would be hidden on user chat box if only one parent-level dep • .(was visible (i.e., the rest were all sub-deps of that one parent
- FIX "Automatically load the next ticket" option broke with new ticket list •
- FIX Slight blue colour on right-side of new ticketlit •
- FIX Notifications based on custom filters would sometimes apply even if they should • .(not have (e.g., applying to tickets that were not in the filter
- FIX Realtime filter updates did not correctly apply to custom filters with criteria on • custom fields
- FIX Fix possible problems in email decoding to do with charset conversion due to bug • in PHP/iconv
- FIX Fix subgroup counts in new ticketlist not being accurate if a change happened to • a ticket in a subgroup that you are not viewing
- FIX Fix counts being set to 'all' count when viewing subgrouping •
- FIX Paging through results when viewing a subgrouping •

FIX Chat messages sent to an agent who is offline (but did not explicitly log out) •
would not see messages when they came back

FIX If you tried to add a ticket owner as a participant on their own ticket via the API, •
no error was raised

FIX Interface would break if you tried to add a domain association to an org that was •
already in use

FIX Wbsite widget would show items in the left pane when the user did not have •
(access to them (e.g., no perm to see feedback would still list feedback

FIX Showing links back to portal in website widget even if portal is disabled •

FIX New chat from website widget would show department select even when only •
one department exists

FIX New ticket listing was missing SLA status highlight •

FIX People and org search results in agent 'quick search' box even if agent had no •
permission to view people/orgs

FIX Unassigned filter showing tickets even when they were assigned to a team •

FIX After updating a ticket, new variable replacements would not be available to •
.snippets until the ticket was reloaded. Also affected widgets

FIX Very long custom field title would break rule builder because select box size •
would be too long

FIX Mangling snippet shortcodes when different agents use the same shortcodes. •
Now the system will detect duplicate shortcodes and show a warning, and if the
.warning is ignored, then the shortcode will just insert two snippets at the same time

FIX Fix showing search box in portal when the user has no permission to see •
(anything (e.g., on closed helpdesks

FIX Tab index on login forms •

FIX Possible "json_encode invalid UTF-8 sequence" PHP notices •

FIX Time on feedback report would be offset by timezone hours •

FIX Dupe checking could be slow on large databases because tickets_messages •
didn't have an index on the date_created field

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