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DeskPRO Build #329 Released

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.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #329

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

- NEW Added trigger criteria to test if an email has been sent to users or agents during the current action •
(e.g., helpful to prevent duplicate emails from running
- NEW Added new trigger term to set arbitrary 'variables', and trigger criteria that can check the value of •
'set 'variables
- IMPROVEMENT Improve form validation on triggers. Will now show errors when trying to save invalid •
.triggers
- FIX Ticket splitting •
- FIX New tickets appearing in ticketlist for a split second when the agent doesn't have permission to view •
them
- FIX User portal cache was not being enabled •
- FIX Security tokens (e.g., login form) would periodically fail because they would be cached •
- FIX Traffic lights on SLA filters would not update in real-time •
- FIX SLA failure time would be same as warn time for first response/resolution type SLAs •
- FIX Issues around setting and editing work hours •
- FIX Fix being able to use mouse to scroll ticket list out of the viewport •
- FIX Inline help links were not clickable •
- FIX Real-time filter checks on filters with email_account criteria •
- FIX Links to specific pages in agent interface would not load the proper sections •
- FIX CheckLabel terms would cause failures, SetLabels action would cause warnings •
- FIX Inconsistent cases of properties changed by trigger actions not being persisted •
- FIX Fix checked state of 'secure' option on POP3 accounts •
- FIX Error with filter updating sometimes if an agent is deleted/disabled ('The agent helper is only •
'applicable on agents

.This update has now been rolled out to all Cloud customers

.If you are using DeskPRO Download, you can update your installation from the admin interface