

DeskPRO Build #331 Released

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.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #331

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

- IMPROVEMENT Show layout icon next to departments using custom layouts •
- IMPROVEMENT You can now customise the header prepended to messages being forwarded out of the helpdesk •
- IMPROVEMENT Add option to use ticket email account when forwarding messages out of helpdesk •
- FIX Scrolling on a few agent list sections •
- FIX Enabling validation options on custom fields •
- FIX Default values on custom fields not being set on new tickets via portal •
- FIX Downloading reports as CSV or PDF •
- FIX Select2 boxes did not return proper filter results •
- FIX Some fields that dont apply to agent forms were displayed on agent layout •
- FIX Saving user fields on new ticket form from user portal •
- FIX Custom fields not saving properly from user portal •
- FIX Checkbox state was incorrect for Set Urgency action with "only set if urgency is lower" option •
- FIX Creating a new agent that already has a user account •
- FIX Export search results to CSV •
- FIX 'Layout' email templates showed wrong template editor •
- FIX If an unknown user tries to reset their password, they would get a 'check your email' message even if no user exists and no message was sent •
- FIX Email processing errors when email has no subject •

.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