

DeskPRO Build #343 Released

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.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #343

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

- NEW You can now drag+drop attachments from within DeskPRO to upload areas within DeskPRO (e.g.,
 - (drag an attachment from a ticket into a new ticket form
- NEW Attachments can be dragged from DeskPRO to the filesystem •
- NEW Can specify multiple recipients with to/cc/bcc when forwarding a ticket message out of the helpdesk •
- NEW Custom message sent with forwarded messages is logged and visible in agent interface •
- (FIX Subject keywords in agent emails was missing ('assigned', 'assigned team', status change etc •
- FIX Ticket Changes list in agent emails was missing •
- FIX Clean up messy forward overlay a bit •
- (FIX App assets not being updated properly during resync (e.g., during upgrades •
- FIX Strange behaviour with changes not being persisted to database in some cases •

.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