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DeskPRO Build #347 Released

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.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #347

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

- IMPROVEMENT Email address list parser on user new ticket form for CC'd addresses •
 - FIX "not contains" operator in trigger terms •
- FIX Tasks: A number of problems with listing to do with sorting, grouping and paging •
- FIX When viewing the 'all' list, tasks recently overdue would still be sorted under 'Today' heading •
- FIX Reports: Custom reports list did not update when you cloned a built-in report •
- FIX Reports: Cloning a built-in report did not save the placeholders/variables in the query •
- (FIX Ticket debug file did not include all log files if those files were stored on remote storage (e.g., S3 •
- FIX Installing HipChat app would not insert proper trigger action record •
- FIX Agent interface keyboard shortcuts did not work if the reply box was focused •
- FIX Decoding email with multi-part bodies would only ever include the first part. MIME can be nested, •
and the "body" part might contain multiple sections. This is most common (as far as I've seen) in Apple
Mail where forwarding a message. The message is forwarded as a separate part (but not an attachment,
(so it is meant to be inline
- FIX Running email 'cutter' on new tickets •
- FIX When using auto-complete to select email address in forward overlay, selecting any result would •
write that result on all rows
- FIX PHP notice during email gateway processing of user replies •

.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