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DeskPRO Build #356 Released

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.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #356

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

- NEW New trigger to force agents on to the email subscription list. This lets you override agent preferences from the triggers system
- NEW "Send Agent Email" has new agent options: Assigned Agent, Agents of Assigned Team, Ticket Followers, Teams of Ticket Followers, Agent Performer, Teams of Agent Performer
- IMPROVEMENT Trigger criteria for status now lets you select an operator (is, is not, changed, changed (to, changed from
- IMPROVEMENT Improved ticket email logging
- IMPROVEMENT Printing reports from the browser works better
- IMPROVEMENT Email parsing in some text emails when clients send wrong charset
- IMPROVEMENT Send no-autoreplies headers for error emails sent to agents about invalid forwards
- CHANGE Change key combo for left/right tab to alt+shift+left/right
- FIX Opening agent chat window to yourself
- FIX Extra row under ticket in ticket list when no extra display fields are selected
- FIX Names in tooltips when editing agent notification prefs from admin
- FIX Opening a pending article tied to a ticket will close the ticket tab if it is already open
- FIX "Set Ticket User" trigger action did not work
- FIX Login with twitter
- FIX Linked ticket modal window would leave search box element on screen after it closed
- FIX Linked ticket modal would not refresh the ticket after linking a new ticket
- FIX Missing button to remove linked tickets once they have been linked
- FIX Agent-only fields being addable to user fields in department form editor
- FIX Missing SLA trigger criteria
- FIX Handling of some 'changed' criteria operators
- 'FIX Trigger criteria for 'agent/user has NOT been emailed' would not save the 'not
- FIX Product hierarchy did not display when re-loading product editor
- (FIX Option hierarchy in trigger builder was not displayed (e.g., nested departments or categories
- FIX Reports overview: Total tickets awaiting agent and grouped awaiting agent tickets could mis-match if you had on-hold tickets
- FIX PHP error when trying to view storage mechanism status
- (FIX Ticket list on org profiles was in reverse order (awaiting agent should be on top
- FIX Wrong variable name for email address in snippet editor
- FIX Trigger IDs were missing next to department and email account triggers when 'view ids' option was enabled
- FIX Edit/delete message permission was superseded by delete ticket permission
- FIX Changing display options in ticket table view list would show endless spinner
- FIX Quick search box would close if you tried to scroll in IE10
- FIX Display order of custom filters
- FIX Mass actions: If you used 'select all' checkbox then unselected a ticket, the preview would still apply to that unselected ticket
- FIX Moving to S3 file storage would not regenerate CSS so paths would be incorrect
- FIX Updating CSS templates did not refresh the CSS blob file
- FIX SetCc action creating profiles with emails with leading/trailing whitespace
- FIX Handling of product field on user new ticket form
- FIX Deleting ticket attachments was broken
- FIX Improve agent reply code parsing on HTML emails
- FIX Adding new label def did not work
- FIX ActiveDirectory "test" would return false negative
- FIX Changing download status/category didn't do anything in agent interface until you refreshed whole page
- FIX Soft-delete agents who had admin access could cause an error if they tried to reset their password
- FIX Inline attachments under cut mark would not be visible when clicking '...' button to expand

FIX Error handling in invalid forward by attachment •

.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