

DeskPRO Build #370 Released

Chris Padfield - 2014-10-01 - [تعليقات \(0\)](#) - [Deskpro Releases](#)

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #370

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

- NEW Admin: New "Forward Setting" to override the default pattern used to test if an agent email is a forwarded email
- NEW Agent teams can now have avatars
- NEW Departments can now have avatars
- NEW Agents with multiple teams can now have a specific team set as their "primary" team
- NEW Defined labels can be assigned a label color
- NEW Trigger criteria for checking working hours
- NEW Trigger criteria for checking the API key used
- NEW Trigger action to add agent notes
- NEW Trigger action to send an email to any arbitrary email address
- NEW Triggers that send emails can now specify custom headers on those emails
- NEW Trigger criteria for checking if a ticket belongs to a specific user
- NEW Trigger criteria for checking if a ticket belongs to a specific organization
- NEW Trigger action to add agent followers now has a 'current agent' option
- .NEW Added download option for uploaded Apps
- .NEW Ticket Satisfaction criteria
- .NEW Task creation trigger
- IMPROVEMENT Admin: Editing agent signature now has a rich-text editor instead of a plain html textarea
- IMPROVEMENT Agent: New ticket form for a user with multiple email addresses will sort the email list into primary/secondary
- IMPROVEMENT Improvements to email quote trimming to prevent emails that were exchanged outside of the helpdesk from being trimmed
- IMPROVEMENT Agent: The newest message in a ticket will show more of a long message before showing the 'View Full Message' button
- IMPROVEMENT Auto-locked tickets are more reliably unlocked when an agent goes away
- IMPROVEMENT auto release locked tickets
- IMPROVEMENT User: ElasticSearch is now enabled for searches made from the portal
- IMPROVEMENT Agent: ElasticSearch now searches chats as well
- IMPROVEMENT Added "Check Performer Email" to trigger criteria that checks the email address of the person that caused a trigger event
- IMPROVEMENT Agent: When in single-column mode, you can now shift+click to open multiple links as (new tabs in the background (the default is to replace your currently open tab
- IMPROVEMENT Admin: Add mass actions to incoming email log
- IMPROVEMENT Admin: Outgoing email log now has massaction controls
- IMPROVEMENT You can now specify unix_socket as the database 'host' in config.php
- IMPROVEMENT Ticket debug log includes extra information
- IMPROVEMENT Added "Check Performer Email" to trigger criteria that checks the email address of the person that caused a trigger event
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- .IMPROVEMENT Task comments now editable by dblclick
- .IMPROVEMENT Task title now editable by dblclick
- .IMPROVEMENT Added tests to HipChat and JIRA apps
- .IMPROVEMENT Open new task in tab pane
- .IMPROVEMENT Default agent selection for Super API Key
- .IMPROVEMENT Added ability to add optional packages for server reqs
- .IMPROVEMENT Chat history formatter

- .IMPROVEMENT Merge list handling •
- .IMPROVEMENT Better people merge list •
- .IMPROVEMENT Highlight people by merge menu •
- .IMPROVEMENT Added context menu to tabs •
- .IMPROVEMENT Added permission to unresolve ticket •
- .IMPROVEMENT Check for whitelisted IP on every request •
- FIX Viewing an unpublished news post in the portal as an agent did not show notice about it being unpublished •
- FIX Agent: Browser notifications form user-generated events would always render in the language of the user, rather than the language of the agent •
- FIX Agent: Chat windows would be replaced in one-column mode when you opened some other tab •
- FIX Portal: Sticky search results did not appear in search suggestions •
- (FIX Portal: Search results showed invalid 'total' (did not count sticky search words •
- FIX Rejection auto-reply emails (e.g., invalid fwd, registration closed etc) would not send in users selected language •
- FIX CC'd users could log in to portal and see 'edit' link •
- FIX Admin: Editing agent signature did not show agents current signature •
- FIX A user email-validating their account from an email-submitted ticket would validate other tickets as well •
- FIX Old methods could cause many extra queries to run during filter updating logic •
- FIX Ticket filter update logic being run on 'trivial changesets' when they shouldn't be •
- FIX Multiple queries fetching department permissions in agent interface •
- FIX Permission cache being updated and overwritten too often due to incorrect keys being used •
- FIX Agent email notifications did not show the user who started the ticket or any CC's on the ticket •
- FIX Possible non-destructive JS error using website widget in IE8 •
- FIX Agent: CC auto-complete box did not show primary email address of user •
- FIX Custom choice fields would not have an empty value, making the first option in a select box always 'the 'default' •
- FIX Possible email loops in some cases of email bounces •
- FIX event log wasn't working for NEW users (registration/usersource-login) without a person context •
- FIX Agent: Show full agent name in 'agent' column in table-view when single-pane mode is on •
- FIX Missing escalation data from ticket debug file •
- FIX Admin: Missing 'retry' status from email sources filter •
- FIX fix sms test •
- FIX Admin: Will show error notice when you try to use a feature your server does not support (e.g., IMAP, Exchange or ElasticSearch •
- FIX Email gateway would erroneously mark 'no value' emails as errors •
- 'FIX Admin: Offline agents listed in the right sidebar would always show as 'never logged in •
- FIX Admin: Clicking billing interface image on admin dashboard then returning to admin would leave the billing icon highlighted •
- FIX Admin: 'set agent followers' did not work when selecting only one agent •
- FIX Parsing of invalid php.ini values might result in InvalidArgumentExceptions •
- (FIX Agent: 'new interface' news showing to new agents (and new installs •
- FIX Admin: Deleting organization fields did not work •
- FIX Agent: Deleting users awaiting validation did not always work •
- FIX Agent: 'sort' menu in ticketlist in person profile would not work if your helpdesk was installed in a (/sub-directory (example.com/something/ instead of example.com •
- FIX Agent: Jira app would load a new recurring background request that would never go away until refresh •
- FIX Agent: Jira app background request would count towards 'agent hours', even if the agent was idle •
- FIX Admin: Using 'Ticket Created Date' with 'between' operator would render incorrect second date when refreshing trigger form •
- 'FIX Agent: Viewing draft news article would show status option as 'Published' instead of 'Draft •
- FIX Agent: Fix rendering of Display fields in agent interface •
- FIX Fix replacing Outlook Wingdings smilies with ASCII •
- FIX Agent: Strange cursor appearance in search box •
- FIX Agent: Clicking feedback notification would not remove it from notifications menu •
- FIX Agent: Creating new labels on KB articles •
- FIX Admin: Missing custom email template name validation •
- FIX Admin: Display order of priorities did not save •
- FIX Admin: Display order of workflows and products did not render when re-viewing the admin list (okay elsewhere •
- FIX Legacy v3 email reply parser •
- 'FIX Admin: Admin home would show any pending outgoing emails as 'errors •
- FIX Admin: Some 'send agent email' options did not make sense for escalations •
- FIX Admin: Empty option in escalation criteria list •
- FIX Admin: Missing urgency criteria in escalations •

- FIX Admin: Creating agent accounts for contacts already in the database (e.g., from a CC'ed address in a ticket) would not set an initial password •
- FIX Admin: Adding new agent wouldnt show new agent in the list until refresh •
- FIX Incorrect user redirect to 'thank you' page after ticket submit when no other sections are visible •
- FIX Possible PHP errors being logged if an agent is removed while the helpdesk is being actively used •
- FIX Possible PHP timeouts while processing large/complex HTML strings •
- FIX Admin: Deleting ticket priorities •
- FIX Admin: URL checker when updating helpdesk url •
- FIX Agent: Errors when applying macros using set department action with 'linked account' option (which no longer exists) •
- FIX Agent: When changing user owner on a ticket, new user would remain on CC list if they were there before the change •
- FIX Admin: Saving members on agent groups would not save your selections •
- FIX Disabling a user auto-responses (e.g., for robots/loop prevention) was not working properly •
- FIX Agent: Notification auto-dismiss time did not apply •
- FIX Agent: Missing ticket log for feedback rating •
- FIX Agent: Enabling notifications for "My Own Actions" did not work •
- FIX Agent: Search bar results box would sometimes stay open when it shouldn't •
- .FIX Force cast values to integers in new RR log entry •
- FIX Admin: Deleting workflows did not work •
- FIX Using "Read messages from a specific folder" in Exchange accounts •
- FIX Possible duplicate datastore rows which could result in some default data being re-inserted during upgrades •
- FIX Agent: Middle-click to close tab did not work in Firefox •
- (FIX Fix possible null values in email processing (e.g., email too large) •
- FIX Agent: Font on message attachment list •
- FIX Agent: Removing related content from downloads •
- FIX Cron task emitting 'Currently installing updates' during upgrade (for cron, means emails sent to sys admin) •
- FIX New installs did not enable attachments on new ticket form •
- FIX Agent: Ticket log of adding/removing CC'd users and agent followers •
- FIX A user validating their email address would not always validate their existing tickets •
- FIX Agent: Billing/timelog did not show on newticket •
- (FIX API: Remove commas in labels (they are invalid label characters) •
- FIX Agent: Linking existing tickets would always act as though the 'parent' checkbox was checked, even if it was not •
- FIX Agent: Merging tickets did not merge linked tickets •
- FIX Agent: Flagged ticket results would not show archived tickets •
- FIX Agent: When peeking first pane when it is collapsed, it would close when interacting with grouping or search forms •
- FIX Admin: Agents list using lots of memory •
- FIX dp:agents command with the --whitelist-ip action •
- FIX Agent: Current agent was missing from the list of 'followers' options on new ticket •
- FIX Reports: SLAs 'overview' report was not visible •
- FIX Agent: Notification menu tab title always said "0 New Notifications" even if there were some •
- 'FIX Agent: Viewing draft news article would show status option as 'Published' instead of 'Draft' •
- FIX Agent: Fix rendering of Display fields in agent interface •
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- FIX Admin: URL checker when updating helpdesk url
- FIX Agent: Errors when applying macros using set department action with 'linked account' option (which no longer exists)
- .FIX Snippets categories sorting
- .FIX Prevent standard API Key from changing agent context
- .FIX KB mass actions dropdown
- FIX Date widget styles for User interface
- .FIX Show 'invalid value' on Reports dropdowns parsing error
- .FIX Lost namespace in Reports interface
- .FIX Unexpected behavior with list items
- .FIX Check permission to change status with reply
- .FIX Do not ask to login after IP confirmation
- FIX Chat widget in IE8 under compatibility mode did not work
- FIX Agent: 'permission error' in some cases if you changed a property on a ticket such that you no longer have permission to view it
- FIX Updating some ticket props (cat/pri/prod) from portal could cause PHP notice
- FIX Setting 'label' array on new ticket via api
- FIX Sending task reminders would not work if old 'default from email' setting was unset
- FIX Error after setting password when no previous password was saved in history
- FIX Agent: Notification bar could show 'please wait' and 'there are no new notifications' message at same time 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

مواضيع ذات صلة

- [New Feature: Better Search for Users](#)
- [New Feature: Email Log Mass Actions](#)
- [New Feature: Shift-Click To Open Tabs In Background](#)
- [New Feature: Chat Search](#)
- [New Feature: Time for a Team Picture](#)
- [New Feature: Department Avatars](#)
- [New Feature: This Season's Designer Labels](#)
- [New Feature: Even Better Automation](#)
- [New Feature: Create Tasks Automatically](#)
- [New Feature: Close Tabs in Bulk](#)
- [New Feature: Primary Teams](#)