

DeskPRO Build #380 Released

Release Announcements - (·) Christopher Padfield - Comments - 2014-11-05

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #380

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

- FIX Agent: Some notifications would not dismiss properly •
- FIX Agent: Billing/timelog on new ticket form •
- FIX Chat widget: If using the onlyShowDepartments option with a single parent/child, •
the system would assign a default department instead of assigning the only
selectable child that was specified
- FIX Agent: If ElasticSearch is enabled and if you entered a specific ticket ID in the •
search box, a result row would return even if you did not have permission to see the
.ticket (though attempting to open the ticket would still result in a permission error
- FIX Portal: Validation on department was not enforced. This allowed new ticket form •
being submitted without a department (the system would assign the first defined
.department in such cases
- FIX Agent: Enabling notifications from profile settings did not work •

.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