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## DeskPRO Build #407 Released

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.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #407

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

- NEW Ability to start a new ticket with an internal agent note instead of a message to the user ●
- (NEW Syncing of usersource data for supported sources (LDAP/ActiveDirectory, MySQL ●
- NEW Admin: New triggers that test if an email is a bounce or if it is an auto-reply/robot ●
- "NEW JIRA: added mapping for "Components" and "Affected Versions ●
- IMPROVED Admin: Deleting custom choice fields is handled better with confirmations and ability to ●
- move existing values
- FIX Agent: Pasting images into chat would not send properly ●
- FIX Portal: Numbered lists did not appear properly in KB articles ●
- FIX If query logging is enabled, sometimes a PHP notice might occur ●
- FIX Admin: UI for defining filters with date criteria was broken ●
- FIX Admin: Missing delete button on feedback categories ●
- FIX Possible PHP errors to do with password resets ●
- FIX Improper criteria of work days on SLAs in some cases for Monday or Sunday ●
- FIX The 'minute' option on default working hours was not being persisted properly ●
- FIX Admin: Missing autocomplete on label triggers ●
- FIX Agent: Searching for the ID of a deleted ticket did not list it in search results ●
- FIX Portal: Chat transcripts being sent in the wrong language ●
- FIX Admin: "Test" for Office365 accounts always failed ●
- FIX Agent: Double-clicking a ticket row would open then immediately close a ticket due to toggle ●
- behaviour
- .FIX API: 404 status code being returned in auth/permission error cases. 403 is now returned ●
- FIX Agent: Links inserted through replies are now opened in new windows ●
- FIX Admin: Possible flood of console messages in admin interface due to bug in code editor ●
- FIX Admin: Some sections may fail to load if using non-English with missing translated phrases ●
- FIX Agent: 'Change user' action used to require merge permission, now requires CC management ●
- FIX Portal: KB suggestions on newticket now take into account search words ●
- FIX Admin: UI of org trigger criteria for is set/is not set ●
- FIX Agent: Very long lines of text did not wrap and would go off the page ●
- FIX Admin: Pre-defined icons for teams and agents did not work ●
- FIX Agent: Edge-case where an agent might not have permission to reply to their own ticket ●
- FIX Agent: You could not edit/delete newly added billing/time rows ●
- FIX Agent: Multiple issues to do with setting phone numbers on profiles ●
- FIX Gateway: Bounce replies from mailers would cause the mailers to be added as CCs ●
- FIX Gateway: Bounce replies from mailers would be added as replies instead of hidden notes ●
- FIX Admin: Saving an agent could produce error about the email already being in use ●
- FIX API: /tickets/{ticket\_id}/logs would error ●
- FIX Usersources: Possible issues with LDAP/AD on some servers ●

.This update has been rolled out to all Cloud customers

.If you are using DeskPRO On-Premise, you can update your installation from the admin interface