Deskpro

DeskPRO Build #407 Released

Release Announcements - (٠) تعليقات - Chris Padfield - 2015-06-26

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.