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## DeskPRO Build #433 Released

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.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #433

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

- NEW New agent reply codes: #urgency 123, #follow john, #unfollow jane ●
- NEW Phone numbers API ●
- IMPROVEMENT Added new admin ticket setting to disable drafts on newticket ●
- IMPROVEMENT link ticket in task trigger action ●
- IMPROVEMENT "Toggle All" for department permissions in Admin ●
- IMPROVEMENT SMS actions for Escalations and SLAs ●
- FIX API: The direct\_login\_url returned from people/id/login-token was incorrect ●
- FIX Agent ticket view: Going from field edit move back to view, some fields might remain hidden even if (they should be visible (until the tab was reloaded ●
- FIX Default satisfaction escalation never matched any tickets ●
- FIX Reports: On dashboard, if you grouped by a custom field and then deleted the field, you would get errors ●
- FIX Merge menu did not list users other tickets ●
- FIX Merge menu did not list users other tickets ●
- FIX Disabling archive did not update existing tickets properly ●
- FIX ticket fields layout visibility ●
- FIX list display options are mixed from different lists ●
- FIX kb and news article datetimestickers ●
- FIX some agent auth usersource settings were not showing the filter textbox ●
- FIX ticket counters on Portal ●
- FIX force showing scrollbars on ticket fields ●
- FIX assigned agent team action ●
- FIX Edge-case where email attachments in emails might appear as 'filename.bin ●
- FIX sticky search by phrase ●
- FIX ticket SLA notification message ●
- FIX open publish links in new tab ●
- FIX keyboard shortcuts for tickets list ●
- FIX datetime widget positioning on ticket props ●
- FIX report builder ●
- FIX don't allow to select the same ticket for a merge ●
- FIX check per org field trigger when ticket submitted via portal ●
- FIX userchat show PM at 12 after noon ●
- FIX show alert when there is no perm to create new person with new ticket ●
- FIX save the state of ticket charge checkbox before update ●
- FIX allow to unset ticket flag by trigger ●
- FIX userchat snippets ●
- FIX more operators for custom fields trigger criteria ●
- FIX scrollable charges table ●
- FIX elastic user search by ticket id/ref ●
- FIX usersearch by ticket ID and Ref ●
- FIX "discard draft" button font ●
- FIX reset draft to default values ●
- FIX usersearch js error ●
- FIX Add first\_name/last\_name params to POST /people api ●
- FIX don't show monetary charges with time ones ●
- FIX don't allow to remove the user's only email ●
- FIX reminder email subject ●
- FIX update escalation date\_created when "enable" is toggled ●
- FIX allow admins to delete Publish drafts ●
- FIX Login from chat widget frame ●
- FIX force update ticket messages for self when a reply/note added via email ●

- FIX API: Ticket search on multiple custom choice values didnt work
- FIX use mysql for label search on portal
- FIX Org table references
- FIX person searchbox on newticket
- FIX allow to deselect User column on table view
- FIX mysql search indexer
- FIX default values for not visible org and person fields

.This update has been rolled out to Cloud helpdesks

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