DeskPRO Build #431 Released

2015-12-10 - Chris Padfield - Коментари (0) - Deskpro Releases

We are pleased to announce a new release of the DeskPRO helpdesk platform, build #431.

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

- NEW Can arrange organizations into a hierarchy (each org can have children orgs)
- IMPROVEMENT Better fwd parser for some cases where clients send badly formatted text parts but well-formed html parts
- IMPROVEMENT show help about enabling satisfaction survey
- IMPROVEMENT phone number as a link
- IMPROVEMENT error message on ES 2.0
- IMPROVEMENT quick search email in UserEmail trigger criteria
- FIX Agent: entering a new email email address into user box would clear when you pressed enter
- FIX Agent group department permissions sometimes would not combine properly
- FIX ticket filters list issue in admin
- FIX API auth-login allowed for super key only
- FIX broken escalation criteria for person/org fields
- FIX SSO buttons on portal newticket
- FIX don't show people search results after pressing enter on newticket
- FIX Changing ticket owner would not update the org set on the ticket
- FIX new ticket labels by trigger
- FIX In some edge-cases, emailed agent replies might be interpreted as notes instead of replies even when the 'reply as note' admin setting was disabled
- FIX per org and per person fields criteria in new ticket triggers
- FIX Links to attachment downloads would be sent even if portal was disabled
- FIX workflows and priorities are not being converted
- FIX update filters sort order in admin
- FIX ticket problems settings
- FIX fit logo in admin
- FIX disable timelog with reply when autostart is disabled
- FIX split ticket not being shown
- FIX clear new ticket message by "discard draft"
- FIX remove hold status by any reply
- FIX set sitename as default From in user emails

- FIX ticket counters for people on Portal and Agent
- FIX dont show own tickets to org managers
- FIX sorting tickets by last reply date in person profile
- FIX delete user from ticket in validating state
- FIX run NewReply triggers on TicketReply macro action
- FIX extra height for embed form
- FIX agent validation status criteria
- FIX fallback to mysql search on ES errors
- FIX Organization duplicate on new Person
- FIX add ticket to tickets_deleted when deleted by the trigger
- FIX require superadmin key for /api/people/auth-login
- FIX user email check criteria not being saved
- FIX captcha on embedded form
- FIX Satisfaction links were requiring users to log in

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.