DeskPRO Build #433 Released

2016-01-18 - Chris Padfield - Comments (0) - Release Announcements

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
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- 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 datetimepickers
- 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.