

## DeskPRO Build #118 Released

Chris Padfield - Comment (1) - Release Announcements - 2012-09-12

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #118

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

Fix ID's of some form elements •

Set proper status and email logs on new tickets via email forward, fix possible race •  
condition where a ticket is added to a list and then removed during the same batch  
of client messages

Dont require refresh when toggling lock •

Fix Date Created display option, add delete button to edit filter overlay •

Fix error 1504: Invalid placeholders in query •

Add labels to chat •

Show server and user acknowledge of sent messages •

Fix alignment issues with long data in visitor info •

Updated languages: German - German: Changed 1 phrase •

Dismiss chat notif when you take it •

Controls for adding and removing blocks on users from chat •

.Add support for ticket searching to the API •

Ticket REST API that allows access to create, update, delete, and perform actions •

.(such as merge

Correct lang name •

Fix www. linking in chats on agent side •

Fix signature being indented in agent newticket •

If you are using the cloud version of DeskPRO, your account will have already been updated

.or will be updated within the next 24-48 hours

If you are using DeskPRO download, you can update your installation from the admin

.interface