

DeskPRO Build #169 Released

Chris Padfield - Comment (1) - Release Announcements - 2012-11-05

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #169

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

- Updated languages: Russian - Russian: Changed 54 phrases •
- .Fix situation where glossary word definitions would not be displayed correctly •
- Display ticket ID and assigned agent (via a tooltip) when viewing the ticket list on •
- .profiles and organizations
- Add setting to disable agent forward processing. - Also now sends original email as •
- attachment if invalid forward
- Few fixes on department form layout editor - Fix chat departments being listed - •
- Replace old optioibox with select2 - Mark departments and form tabs with orange •
- bullet to signify a customisation
- Fix deleting sub-options in choice field being re-created each save •
- Fix background repeat •
- Fix nuking user from increasing recycle bin count •
- Upgrade script to set old portal tabs order •
- Changes around online chat status. - Easier to see and toggle your online chat status •
- Display for who else is online for chat with (almost) instant update - Update of •
- online agents list for agent chat also improved - Admin agents listing now show small •
- badge when agent is online - Admin can sign an agent out of chat from agent listing
- Fix missing security token in message details overlay •
- Fix labels not being re-selected upon editing trigger •
- Add text cut pattern •
- Tweak style/text of rating links in emails and direct link to rating •
- Fix simple regex matches in HtmlMatcher not matching sometimes with long lines •
- ((where clients tend to wrap the source
- Add setting to control if users can add agents add followers by CC'ing their real email •
- addresses
- .Improve display of timezone when viewing a person's profile •
- .Display organization user groups when viewing a person's data via the API •
- Make ticket trigger matching a little bit clearer for text-style matches (contains, •
- .(regex, etc
- .Use a date picker to manage custom date fields when editing/creating a ticket •

- .Hide ticket billing features until billing is enabled •
- .Enable task deletion •
- Emulate cmd+left/right in the RTE for Mac users (acts like "home" and "end" for •
- .(Windows
- Restructure the glossary API to fit that multiple words can be attached to a single •
- .definition
- .Use the new RTE when editing a ticket message •
- Fix admin login page from agent when multiple user sources enabled, it would force •
- use of email address which may not be the login id used by the source
- Fix show_full_hint when there is no message_full •
- Fix warning on TicketFieldAction with choice fields •
- Custom phrases in language system •
- Gracefully handle agent interface when updates are being installed •
- Hide form instead of graying them out when custom forms are disabled •
- .Update emogrifier to maintain inline styles (such as colors) on elements for emails •
- .Disable auto complete on user interface searches as it covers results •
- .Add a title for all report interface pages •
- .Display product correctly on ticket mass actions form •
- When creating field add checkboxes to add to custom layouts at same time •
- Rename 'website widgets' to 'website embeds', put it under Integrate menu, move •
- contact form into same page, clean it up a bit
- Disable the RTE autosave when submitting a reply to prevent a potential race •
- .condition
- .Show a progress indicator when saving a KB article •
- .Ensure the scroll size is recalculated when reloading the publish section •
- .Update the glossary to allow multiple words per definition •
- Fix a typo on the article list •
- .Clicking an image displayed in a lightbox in a ticket will open it in a new window •
- Fix errors due to requests/cron running during auto-upgrade when files are half- •
- replaced
- Remove old runner command •
- Fix bounce detector failing to identify existing ticket to attach robot messages to in •
- some cases
- Fix labels route in user interface so it doesnt break on slash chars in label •
- Security tokens to user interface forms, tighten up form requests so theyre POST •
- only
- Update request tokens on pings that are done regularly for agent/admin, shorten •
- lifetime a bit
- Tighten up some routes so certain save actions are only valid via POST •
- .Show message times in agent chat •
- Link to the plugins section from user source configuration so people are aware that •

.additional user sources can be defined there

.Clicking between reply and note now ensures the full text editor is always shown •

Add security tokens to all admin POSTs •

Add security token to all of agent interface requests •

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