DeskPRO Build #172 Released

Chris Padfield - Comment (1) - Release Announcements - 2012-11-07

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #172

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

- Tweaks to phrases on outgoing email setup
- Add delete link to trigger listing
- Add build script to ensure default triggers
- Fade out and show label for linked departments already in use in select2 menu
- Add delete button to gateway lists
- Rip out all old 'backup transport' functions
- Some minor style tweaks to cloud gateway management, add forwarded addresses form, remove backup outgoing options
- Improve the display of the plugins list.
- Allow tickets to be automatically locked when an agent views them (and unlocked when they stop). Locks can also automatically time out, defaulting to timing out after an hour.
- Make it clearer that agent status is lost when merging an agent into a regular user.
- Make sure there's a progress indicator when deleting a ticket or marking it as spam.
- Improve the appearance of tabs when wrapping to multiple lines.
- Small display tweaks to ticket lists in person and org profile
- Fix ticket rows after 'more tickets' missing id
- Fade out disabled users in user list when viewing org profile
- Dont count disabled users in org count
- Import 'keep messages on server' settings/ids
- Option to keep messages on server
- Add a department permission that controls whether users can create/assign tickets to a department, even if they can't view the contents.
- Fix consumable token name on embedded newticket form
- Fix using string timezone instead of DateTimeZone
- Removing ticket not remoing from lists
- Proper date format on notify rows
- Fix some issues with TimeAgo that could cause it to show blank or wrong time
- Fix bad news title wrapping
- Fix URLs generated from CLI having /index.php/ portion sometimes when they

- shouldnt
- Missing types for Dp3Ldap usersource
- Send instant-click feedback rating as ajax request. This prevents some malware scanners that visit links in emails from submitting feedback by 'clicking' on the links.
- Fix ticket feedback on/off setting not applying in interfaces/emails
- Log case where cloned ticket log ticket entity is persisted
- Default fields to empty string to prevent null
- Fix add reply action not having agent context
- Set default time limit on WorkerJobCommand
- Log but dont report warnings about failed open streams in filesystem storage
- Improve ticket billing to allow the timer to be paused and restarted.
- Support adding a ticket billing charge when creating a new ticket
- When pasting into the agent RTE, ensure that paragraphs are separated properly (with 2 line breaks).
- Start on gateway management changes
- If cron script, show CLI output about error and also a different message if not using CLI PHP
- Fix error relating to importing small CSV files.
- Allow draft lifetime to be configured via advanced settings.
- Improve signature detection with the agent RTE.
- Fix Person::TERM_EMAIL_DOMAIN term when operator is/not instead of contains/notcontains, fix custom field trigger match on newticket because fields saved after trigger criteria run
- Add support for organization managers. Managers can access/modfiy/reply to all tickets belonging to their organization. They can choose to be automatically CC'd into all tickets created for their organization as well.
- Fix muting new chat notification even when chat away status was not set to away
- Fix when account has no validated email address
- Fix notification tray being off by three pixels when open
- Show max attach size
- Fix custom phrases link
- Fix custom phrases link
- Add country calling code to phone number input
- Add country calling code data to Countries
- Add additional error checking to the Highrise and Salesforce plugins.
- Workaround Chrome bug where pressing enter in the RTE does not work correctly.
- Ensure that search result links show the correct URL before clicking.
- Give more details and guidance when some database connection errors happen.
- Add a generic text cutter to catch most 'On X Y wrote:' type headers
- URL correction (domain/https) tweaks. - Enabled for all interfaces - If you update the helpdesk URL, the URL is verified before being saved. - Added config setting to

disable it for troubleshooting

Add bit to mysqlinfo page to show changes in schema, if any •

Fix ticket lock button being hidden •

Fix a few 'method's that should be 'type's •

Disable automatic restore in upgrade that is not well tested cross-platform •

.Support shift+cmd+left/right on Mac Firefox in the RTE •

.Workaround RTE paste bug in Firefox •

.Fix predefined labels not loading if there were more than 300 •

Route marked as post when it shouldnt •

When displaying users by user group, include users in groups they've received via •
.their organization

.Show message history in ticket property update emails to agents •

.Ensure that omnisearch results are sorted by relevancy •

.Load ticket snippets overlay from the top when loading from mass actions •

Add agent options to control whether ticket tabs are closed by default when replying •
.or adding a note

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