

DeskPRO Build #179 Released

Chris Padfield - Comment (1) - Release Announcements - 2012-11-16

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #179

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

- Add agent creation from onboarding section
- Add 'search' to bottom of onboarding
- Separate out JS and templates, some updates to onboarding
- .Small API bug fixes
- .Minor SLA cleanup and usability improvement
- Action to mass-add agents
- Add proper summaries for actions that change notifications
- Fix editing a template changing trigger resetting the template
- Add a bit more logging to notification template actions, fix setting reply template from trigger
- 'Fix summary text for 'from name set to name of user
- Fix trigger setting custom new ticket by agent email
- Fix agent created tickets not using the new-ticket-agent template
- Missing ticketlog list in updated email
- Dont show the error page behind no permission popup
- Log specific agent ids in detect filter log
- .Add new agent permission for managing ticket SLAs
- .Allow SLAs to be managed via the API
- Add deskpro link to chat window
- Get rid of white line
- Links in chat open in a new window
- Add link to rejections to cloud email accounts list
- Fixes to weirdness in portal and portal editor in some restricted permission schemes
- Fix removing welcome block not actually removing it
- Fix showing link to helpdesk when portal disabled
- Make sure if a usergroup has no department permissions, that the permission to to use the app (tickets/chat) is toggled off as well
- .Fix incorrect organization manager block when editing your profile
- Prevent deleting the last department
- Upgrade script to fix missing department

- Simple count() method on Connection class •
- Prevent moving tickets into chat deps when deleting a department •
- .Fix selecting the correct value of a two level select in certain cases •
- .Ensure that the SLA section is only refreshed once per set of messages •
- .Double check that the RTE is still initialized before attempting to access the editor •
- Show standard ajax error if failed during ticket reply submit •
- Fix phrase from context notice •
- Fix message size being compared after message being read •
- Log cron run times •
- Add dismissable onboarding list to admin dash •
- Update the SLA lists to display the tickets in order of their SLA severity and how soon •
the next stage is going to trigger. Display the next SLA trigger time on the list if
.displaying SLA info
- Update the SLA list display as soon as a ticket might need to be removed from/added •
.to it or updated
- .Add SLAs to filter criteria •
- Make the SLA counts in the agent view only reflect SLA timers that are "currently •
ticking" (awaiting user/agent or just agent, depending on SLA type, and requirements
not completed). Also, improve updating of SLAs dynamically when various ticket
.changes happen
- Make the SLA counts on the left column lighter and differentiate for when there is a •
.ticket in a warning/fail state and there isn't
- Add shift+t to jump to the top of current tab •
- Replace optionbox on tasks with slightly modified select2 •
- Fix popovers not firing activate event •
- Fix pressing 'enter' with a complete email address to select user on newticket not •
properly setting the user in the form, making the form complain about no user being
.selected
- Fix 'Template' row on newticket not properly hiding if none enabeled for selected •
department
- More responsive scroll when replybox changes. Also improve efficiency of scrollbar •
update by ignoring areas that arent currently visible, getting rid of closure loop
- Small tweak to welcome box style •
- Fix position of new feedback counter •
- future proof) sendUpdates in QueryListener shouldnt queue up other updates) •
- .Add ticket logs when SLA status or completion changes •
- Stop state saver when submitting new article to prevent state being saved even •
while article is sent off for submit
- Add inline contact form to admin •
- Cleanup 'welcome back' box in admin •
- Use same template editor for email 'layout' templates •

- .Support auto updating SLA-related information in the list and content panes •
- .Add icons displaying the current SLA status to the SLAs tab header on ticket view •
- Ensure the "SLA completed" icon displays properly even when the agent can't •
- .remove the SLA
- Add 'view default' and 'reset' buttons to email editor toolbars •
- Simplify footer template •
- Fix label input not clearing your last input •
- Fix possible collisions with save prefs if two prefs are saved at same time •
- Add couple other default triggers to set 'From' name on agent emails to 'Helpdesk' or •
- ('Department' (disabled
- .Add a default SLA if there aren't any to improve discovery of the feature •
- When sending an email related to a ticket change caused by an SLA failure/warning, •
- make it clear that it was the SLA that triggered the change and include the
- .warning/failure state in the subject
- Don't attempt to display information about the performer in an agent notification if •
- .there isn't one
- .Fix calculation of yesterday's SLA graphs •
- Remove 'new' section of triggers that shouldnt be there •
- Allow phrase texts with linebreaks using textareas •
- Separate default lang from others in phrase code hint •
- Fix preselecte phone type in contact overlay •
- Pass agent sessionid to article agent iframe action •
- When executing a trigger for an SLA, log any changes as being triggered by that SLA •
- .(and the status that triggered it
- .Remove a few trigger actions from SLAs as they don't make sense •
- Use relative dates when displaying when SLA warning/failure actions will be •
- .triggered
- .Fix display of SLA table in Firefox •
- Improve SLA editing readability/usability •
- Simplify subjects and greetings •
- Add build to re-compile custom templates. Phrase tag was changed and needs •
- .compiled templates to have second parameter for context

- 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