

DeskPRO Build #215 Released

Chris Padfield - Comment (1) - Release Announcements - 2013-01-08

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #215

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

- Fix auto-update-is-running trigger not being reset in some cases
- Edit mode on agent ticket now respects ticket layouts
- .Don't autocomplete first response SLAs when creating a ticket as an agent
- .Improve display of label changes in agent notifications
- Fix situation where participant add/remove is listed backwards in agent notification.
- .Improve the display of multiple ticket notification log entries
- Need to add CCs to ticket before flushing so extra users are included in response
- Some cleanup of some dead actions in controllers
- Missing rt in export to csv link
- Remove a bunch of bad routes
- Dont cascade remove org when removing Person through the ORM (only affects
- (merging
- Try to use Thread-Topic header with bounced messages to find original ticket if we
- cant determine it based on normal Subject
- Add missing OOO subject pattern
- Add debug option to log all delete queries
- Use negative range to try and prevent 'sequence too large' errors on windows
- Correct a on delete action on chat_conversations
- Y/n confirmations during interactive upgrader only accept specifically y,yes,n,no. Fix
- label for database backup confirmation message
- Add font color to tinymce editor
- .Agent emails now have a direct link to manage their notification options
- .Fix the ticket editor stripping out white space when toggling HTML view on and off
- .Allow ticket snippet inserts to be undone
- .Speed up displaying the snippets overlay with many snippets
- When splitting messages to a new ticket, ensure that filter counts are updated as
- .necessary
- .Fix some minor UI issues with the agent chat
- .Provide tools to validate comments on feedback/articles/etc from the comment list

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