

DeskPRO Build #251 Released

Chris Padfield - Comment (1) - Release Announcements - 2013-03-21

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #251

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

- (New option to show ticket messages in reverse chronological order ([Read more](#))
- (New keyboard shortcuts in ticket view for faster replying ([Read more](#))
- Improved ticket layout makes agent ticket view more concise and easier to use • ([Read more](#))
- New ticket reply box makes it easier to insert snippets or apply macros at the same • (time as your reply ([Read more](#))
- Snippets can now have shortcut codes assigned to them for quicker insertion into the • replybox, and you can now navigate the snippets popup easier using just the • (keyboard. ([Read more](#))

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