

## DeskPRO Build #254 Released

Chris Padfield - Comment (1) - Release Announcements - 2013-03-28

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #254

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

- Image thumbnails being made square •
- Fix adding new chat snippets not appearing in the list right away •
- Can now add new chat snippets when the 'All' category is selected •
- Fix possible case with chat track showing chat frame URL instead of parent •
- Chat replybox height was off by about 15 pixels so if you clicked near the bottom, the box would not focus •
- Fix helpdesk remaining offline when upgrade process cancelled before anything (could be done (e.g., bad path to PHP binary) •
- Fix unsetting cat/pri/prod as required •
- Agent:Ticket:Replybox) Switching to note tab unchecks the assignment checkboxes) • if they were checked by default
- Agent:Ticket:Replybox) Fix "close tab" preference not being applied properly) •
- Missing notice about agent viewing hidden feedback in user interface •
- Showing 'delete' massaction even if you are not allowed to delete •
- User:Feedback) Comment link in feedback list had wrong URL) •
- (User:Feedback) "Any Status" count including hidden (deleted, spam etc) •
- Phantom notification count when opening a ticket that had multiple notifications in the notification center •
- Labels input stretching table when browser window made smaller •
- 'Possible error trying to perform mass draft actions on 'undefined' •
- Improve layout of followers box on ticket view •
- Snippet shortcodes would insert current person info for {{user.X}} variable replacement •
- Show why an agent got a notification in ticketlog •
- JS error on newticket using keyboard shortcut on status menu •
- When a forwarded ticket is sent to the helpdesk by an agent and is accepted but has an unknown user listed in a 'CC' line, log the unknown user in the ticketlog •
- Hitting 'dismiss' button in notices could refresh the page in Webkit, which could possibly cancel the ajax request that actually dismisses the notices •
- Ticketlist not updating when last ticket of a grouped view was supposed to be •

removed

List of email addresses on profiles have copy icon when mouseover •

A user cc'ing a new user who does not yet exist on an existing ticket would cause •  
two email notifications to agents if agents subscribed to property changes and new  
replies

Can now create new snippets from the 'all' categories list •

Hitting enter key in snippets with only one result will enter it without having to press •  
down to select it first

Ticketlog in reverse order had log groups put after message instead of before •

Ticketlog was missing template name when trigger sent a custom user email •

Drop zones for file uploading in replybox •

Fix for possible draft requests overlapping / draft saving while reply or note is being •  
saved

Not being able to change selection in newticket status menu due to backdrop z-index •  
eating click

When viewing grouped ticket list, sometimes tickets that dont belong in the active •  
group would be auto-added to the list

'New ticket created by agent had user notification subject beginning with 'RE' •

Make sure unchecking doesnt apply assignment •

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