

DeskPRO Build #262 Released

Chris Padfield - Comment (1) - Release Announcements - 2013-05-01

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #262

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

- (New reply codes allow agents to perform actions via email ([Read more](#))
- Permission to validate articles/news/downloads/feedback was not being enforced
- Usersource field mapping should allow 'path' keys in case raw data structure is deep
- Forward cutter failed when 'From:' line was first in header list
- Overview" reports not showing values of custom choice fields"
- Unchecking agent option from replybox with "automatically set the status" option would change status
- Typo causing PHP reflection errors
- Auto-linking when links/email addresses surrounded by non-8bit ASCII characters
- Editing working hours clearing out set holidays from previous saves
- Re-saving article/news/download/feedback HTML content could mangle markup in certain cases
- Implement missing touch events for IE
- Field orders in agent newticket form not using order defined in form layouts
- Plugin templates not being pre-cached during build
- Reload conversation text when re-opening an agent chat after closing it/reloading the interface
- Ability to set agent validation only on resolve
- .You can now run a user rule against the existing database of users
- Can set ticket fields as agent-only from editing the field, and override that default with ticket layouts
- Editing macros/filters and adding multiple terms could cause new terms to be added out of view
- Add missing parent prefixes to options with hierarchy in search sheet
- Agent creating new ticket for a user would show 'new ticket by <user>' in other agent notifications rather than by the agent
- Default 'no position set' label not being returned to row when removing a member pos in org profile
- Bad styling on members count bubble on org profile
- KB email account showing up under ticket department linking

Embedded form widget can now set the email and name fields so you can embed the •
form for a known user

Embedded form not showing when portal disabled, fix showing embedded portal •
snippet when portal disabled

Initial login page on locked-down helpdesks does not have captcha in "register" •
section

Alerts not being dispatched for new feedback from overlay widget •

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