

DeskPRO Build #267 Released

Chris Padfield - Comment (1) - Release Announcements - 2013-06-11

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #267

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

- (NEW Updated agent interface ([read more](#)) •
- NEW Trigger and macro action to add agent followers •
- CHANGE New feedback will look up user info from email address in user sources to •
get name
- FIX Interface not showing the 'assign' permission on a department an agent had 'full •
access' to
- FIX Prevent creating empty phrases •
- FIX Locking/unlocking a ticket causing empty ticket logs •
- FIX Viewing a feedback status resetting its title •
- FIX Agent email replies with special #note code would still reset status and •
.assignment
- FIX Floodchecks and flood warnings being run on users already set to 'disable •
'autoresponses
- (FIX Dupe triggers being listed in ticketlog (happens if trigger has multiple actions •
- FIX When editing ticket fields, prevent selecting first listed language when a ticket •
was created with no specific language (i.e., would select a specific language instead
(.of the helpdesk default
- FIX Showing commenting permissions in usergroups editing when comments •
disabled from settings
- FIX Not showing feedback comments if permission to add comments disabled (e.g., •
(.even comments from an agent would be hidden
- FIX Times on agent chat messages •
- FIX Dupe agent chat windows •
- FIX Manually unlocking a ticket locked by another agent would not un-hide controls •
to edit ticket fields
- FIX CSV import from admin not using standard blob storage to handle file uploads •
- FIX Ticket reply form is not reloaded when permission to reply changes because of a •
(ticket change (e.g., unassigned to assigned

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