

## DeskPRO Build #328 Released

Chris Padfield - Comment (1) - Release Announcements - 2014-05-27

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #328

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

- FIX Fix display order of department layouts sometimes becoming jumbled if you edit •  
a department without viewing the 'layouts' tab
- FIX Fix user rules pages •
- FIX Trying to create new agent from existing user •
- FIX Creating a new department as a sub-department •
- FIX Fix trigger terms: CheckEmailToName, CheckEmailToAddress, •  
CheckEmailFromName, CheckEmailFromAddress, CheckEmailCcAddress,  
CheckEmailCcName, CheckEmailHeader, CheckUserEmail, CheckUserLanguage,  
CheckUserOrgManager, CheckUserIsDisabled, CheckOrgLabel,  
CheckOrgEmailDomain
- FIX 'Check user usergroup' trigger term •
- FIX Missing CC field from ticket layouts •
- FIX Agents can see departments if they are part of a usergroup that could see the •  
department (i.e., agent perms came from both user and agent perm groups instead  
(of just agent perm groups
- FIX Newly created custom templates wont show in trigger options until page refresh •
- FIX Editing filters from admin were missing controls for custom fields •
- FIX Missing enable/disable checkbox on email accounts •
- FIX Missing 'email account' filter term •

.This update has now been rolled out to all Cloud customers

If you are using DeskPRO Download, you can update your installation from the admin  
.interface