

DeskPRO Build #357 Released

Chris Padfield - Comment (1) - Release Announcements - 2014-08-08

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #357

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

- NEW New round-robin features to assign agents based on a round-robin queue •
- NEW New Twilio and Clickatell apps that let you send SMS's from triggers •
- NEW New label settings which allow you to disable the ability for agents to create •
new labels
- NEW Notifications menu now has a link to view previously dismissed alerts •
- NEW New setting to require agents and admins to verify IP addresses of computers •
they log in from
- NEW You can add files to users and org profiles •
- (NEW You can now edit billing and time log on tickets (controlled by permissions •
- NEW Support for decoding "winmail.dat" attachments •
- IMPROVEMENT There are now file attachment settings for email •
- IMPROVEMENT You can now turn off the Tasks app or control access to it via •
permissions
- IMPROVEMENT You can now sort tickets list on person profile •
- FIX Handling of new JIRA comments from unknown account will now create the •
account
- FIX Slow JIRA app because nothing was cached •
- FIX Merging labels from the admin interface •
- FIX PHP warnings during csv user import if some fields were left blank •
- FIX Changing password from user interface 'edit profile' page did not work •
- (FIX Reports: Words of a title can be misarranged (due to bad parsing •
- FIX User chat window in IE8 wouldn't work sometimes •
- FIX Rendered 'work hours' listed in 'Dates and Times' tab in agent interface were •
always using a 24x7 set
- FIX PHP warning to do with updating search index when merging tickets •
- FIX "Property Changed" agent notification preference was not working •
- FIX Download title renaming •
- FIX Typo in 'creation_system' value on new tickets by email •
- FIX Online chat status when only using permissions granted through special 'all •
permissions' groups

- FIX If you enabled only time tracking but not billing, the automatic timer did not work •
- FIX Template for ticket rating links was not displayed in email templates list •
- FIX Linked tickets didn't bring over attachments •

.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