

DeskPRO Build #363 Released

Chris Padfield - Comment (1) - Release Announcements - 2014-09-03

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #363

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

- IMPROVEMENT Show DeskPRO news items as tabs in agent interface •
- FIX Pulsing tab when new chat message arrives •
- FIX SLAs did not render to ticket list •
- FIX KB mass-actions while in single-column mode •
- FIX Pane resizer when in two-column mode •
- FIX ElasticSearch 'test' would sometimes show passed when it actually failed •
- FIX Trigger list would show empty message even if there were department or email •
account triggers
- FIX Many SQL queries used on ticket display when many agents exist in the system •
- FIX 'Add' menu did not close if your mouse pointer was directly right of the button •
- FIX Possible issues with some LDAP/ActiveDirectory user sources to do with updated •
3rd-party library

.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