

DeskPRO Build #374 Released

Chris Padfield - Comment (1) - Release Announcements - 2014-10-08

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #374

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

NEW Agent: Context menu on tab strip now has "Reopen ..." items for recently closed •
tabs

NEW Portal: Search now searches a users tickets •

NEW Agent: When using ElasticSearch, you can now sort results based on best •
match, date created or the last activity date

IMPROVEMENT Agent: Person quick-search boxes (e.g., new ticket, merge person) •
uses ElasticSearch if it is enabled

IMPROVEMENT Agent: Ticket 'merge' search box now uses ElasticSearch if it is •
enabled

IMPROVEMENT News RSS feed to show 20 entries •

FIX Agent: Creating a new organisation failed if you specified custom org fields •

FIX Agent: Adding tasks to tickets was broken on most helpdesks •

FIX Admin: When "Require registration" was enabled, feedback form was still visible •
to guests

FIX Agent: ElasticSearch results might include tickets an agent doesn't have •
permission to see

.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