

DeskPRO Build #407 Released

Chris Padfield - Comment (1) - Release Announcements - 2015-06-26

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #407

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

NEW Ability to start a new ticket with an internal agent note instead of a message to •
the user

NEW Syncing of usersource data for supported sources (LDAP/ActiveDirectory, •
(MySQL

NEW Admin: New triggers that test if an email is a bounce or if it is an auto- •
reply/robot

"NEW JIRA: added mapping for "Components" and "Affected Versions" •

IMPROVED Admin: Deleting custom choice fields is handled better with confirmations •
and ability to move existing values

FIX Agent: Pasting images into chat would not send properly •

FIX Portal: Numbered lists did not appear properly in KB articles •

FIX If query logging is enabled, sometimes a PHP notice might occur •

FIX Admin: UI for defining filters with date criteria was broken •

FIX Admin: Missing delete button on feedback categories •

FIX Possible PHP errors to do with password resets •

FIX Improper criteria of work days on SLAs in some cases for Monday or Sunday •

FIX The 'minute' option on default working hours was not being persisted properly •

FIX Admin: Missing autocomplete on label triggers •

FIX Agent: Searching for the ID of a deleted ticket did not list it in search results •

FIX Portal: Chat transcripts being sent in the wrong language •

FIX Admin: 'Test' for Office365 accounts always failed •

FIX Agent: Double-clicking a ticket row would open then immediately close a ticket •
due to toggle behaviour

FIX API: 404 status code being returned in auth/permission error cases. 403 is now •
.returned

FIX Agent: Links inserted through replies are now opened in new windows •

FIX Admin: Possible flood of console messages in admin interface due to bug in code •
editor

FIX Admin: Some sections may fail to load if using non-English with missing •
translated phrases

- FIX Agent: 'Change user' action used to require merge permission, now requires CC management •
- FIX Portal: KB suggestions on newticket now take into account search words •
- FIX Admin: UI of org trigger criteria for is set/is not set •
- FIX Agent: Very long lines of text did not wrap and would go off the page •
- FIX Admin: Pre-defined icons for teams and agents did not work •
- FIX Agent: Edge-case where an agent might not have permission to reply to their own ticket •
- FIX Agent: You could not edit/delete newly added billing/time rows •
- FIX Agent: Multiple issues to do with setting phone numbers on profiles •
- FIX Gateway: Bounce replies from mailers would cause the mailers to be added as CCs •
- FIX Gateway: Bounce replies from mailers would be added as replies instead of hidden notes •
- FIX Admin: Saving an agent could produce error about the email already being in use •
- FIX API: /tickets/{ticket_id}/logs would error •
- FIX Usersources: Possible issues with LDAP/AD on some servers •

.This update has been rolled out to all Cloud customers

If you are using DeskPRO On-Premise, you can update your installation from the admin interface