

DeskPRO Build #428 Released

Chris Padfield - Comment (1) - Release Announcements - 2015-11-09

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #428

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

- NEW NewTicket drafts •
- IMPROVEMENT UserChat open large images in new window •
- IMPROVEMENT allow multiple values in remote filter/trigger criteria •
- FIX Contextual Field "Add Another" link not working in Safari •
- FIX Improve error messages and error handling in Exchange email account adapter •
- FIX save per person and per org fields on newticket •
- FIX saving person and org custom fields on newticket •
- FIX Agent: Grouping by org and viewing the 'None' set did not work •
- FIX Portal search on labels and UTF8 characters •
- FIX Portal: Template typo caused custom ticket fields to go missing from user viewticket layout
- FIX Agent fwd emails with reply codes did not properly strip the reply codes •
- FIX Admin: Could not delete a round-robin that had ever been used before •
- FIX Potentially showing license error on some servers where a HTML redirect is rendered
- FIX Inconsistently applying permissions to org tickets •
- FIX Organizations and People list scrollbar disappears when changing view •
- FIX Admin: Language on satisfaction escalation mentions status being 'awaiting user' where it should say 'resolved
- FIX TicketFilters and TicketTriggers are now saved correctly •
- FIX fix potential sync problems •
- FIX Admin: Editing triggers with custom fields would show validation errors •
- FIX allow to use workflows in dep layout criteria •
- FIX broken admin criterias •
- FIX Adding tasks from tickets with a due date did not save •
- FIX grouping label •
- FIX Agent: Unassign from within ticket view caused a JS error and did not unassign the ticket

.This update has been rolled out to Cloud helpdesks

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