DeskPRO Build #431 Released

Chris Padfield - Comment (1) - Release Announcements - 2015-12-10

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #431

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

• NEW Can arrange organizations into a hierarchy (each org can have children orgs)
• IMPROVEMENT Better fwd parser for some cases where clients send badly formatted text parts but well-formed html parts
• IMPROVEMENT show help about enabling satisfaction survey
• IMPROVEMENT phone number as a link
• IMPROVEMENT error message on ES 2.0
• IMPROVEMENT quick search email in UserEmail trigger criteria
• FIX Agent: entering a new email email address into user box would clear when you pressed enter
• FIX Agent group department permissions sometimes would not combine properly
• FIX ticket filters list issue in admin
• FIX API auth-login allowed for super key only
• FIX broken escalation criteria for person/org fields
• FIX SSO buttons on portal newticket
• FIX don't show people search results after pressing enter on newticket
• FIX Changing ticket owner would not update the org set on the ticket
• FIX new ticket labels by trigger
• FIX In some edge-cases, emailed agent replies might be interpreted as notes instead of replies even when the 'reply as note' admin setting was disabled
• FIX per org and per person fields criteria in new ticket triggers
• FIX Links to attachment downloads would be sent even if portal was disabled
• FIX workflows and priorities are not being converted
• FIX update filters sort order in admin
• FIX ticket problems settings
• FIX fit logo in admin
• FIX disable timelog with reply when autostart is disabled
• FIX split ticket not being shown
• FIX clear new ticket message by "discard draft"
• FIX remove hold status by any reply
• FIX set sitename as default From in user emails

FIX ticket counters for people on Portal and Agent •

FIX dont show own tickets to org managers •

FIX sorting tickets by last reply date in person profile •

FIX delete user from ticket in validating state •

FIX run NewReply triggers on TicketReply macro action •

FIX extra height for embed form •

FIX agent validation status criteria •

FIX fallback to mysql search on ES errors •

FIX Organization duplicate on new Person •

FIX add ticket to tickets_deleted when deleted by the trigger •

FIX require superadmin key for /api/people/auth-login •

FIX user email check criteria not being saved •

FIX captcha on embedded form •

FIX Satisfaction links were requiring users to log in •

.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