DeskPRO Build #75 Released

Chris Padfield - Comment (1) - Release Announcements - 2012-07-27

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #75

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

Add server req check for DOM extension •

Fix a few more trends bugs, add some new default trends •

Add dupe check to user reply form •

Fix user track message •

A number of other fixes and cleanup to dead code •

Initialise queued to array to get rid of warning •

Fix first response time stat •

Correct stat displayed at end of drilldown •

Fix series labels •

Different stats for new tickets and just tickets that are open •

Fix more labels •

If agent replies to a user notification, then treat it as a user reply and switch status to •
awaiting agent

If you are using the cloud version of DeskPRO, your account will have already been updated
.or will be updated within the next 24-48 hours

If you are using DeskPRO download, you can update your installation from the admin
.interface