

DeskPRO Build #83 Released

Chris Padfield - Comment (1) - Release Announcements - 2012-08-02

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #83

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

- Fix error 928: Trying to use ug entity when it doesnt exist yet •
- Fix agent status caching requests that arent real loads •
- Add overflow to notifications box so you can scroll when too many •
- Fix compile of custom email templates, clean up display of template names in rule •
- builder, fix application of custom email templates in trigger executor
- Separate out subject when editing email templates, fix preprocessor not running •
- when compiling templates saved from admin
- Quick check for Zend Server problems •
- Work around templating and email templates. - New email template pre-processor •
- adds simple syntactic sugar to simplify email templates. - Emails now have simple a
- simple CSS block defined in the layout, and a new post-render processor takes care
- of inlining the CSS before sending. - All templates updated to use new layout
- features
- Add emogrifier •
- Require iconv or mbstring, modify Strings::convertToUtf8 to use mbstring if iconv not •
- available
- Allow license page that sets license when expired •
- Make confirmation email a trigger that is enabled •
- Fix type field having bad name •
- Add placeholder text •
- Resolve possible race conditions when refreshing subgrouping •
- Standard rule builder uses select2's •
- Fix another html phrase for selected tickets count •
- Add subject to message templates, fix adding same template repeatedly •
- Fix urlFull when rewrite urls is off and index.php isnt on deskpro_url •
- Fix html phrase in agent welcome email •
- Fix org results that come from a user match •
- Fix not being able to type in summary box •
- Fix duplicate rows being displayed after adding new contact data on person or org •
- Fix path to mag-right.png image •

Few improvements to ticket message templates - Can be linked to specific departments - Auto-select template if you choose a department with only one template - Set message field if you haven't typed in textarea, append message field if you have

Set proper height after updating field list •

Use select2 on newticket, make ticket field rules work in agent newticket •

Add message templates to agent newticket •

Add admin management of ticket message templates •

Handle timeouts from loading section data as well •

If context data is unset then need to fetch all data from cache •

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