

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 cathing 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