DeskPRO Build #251 Released

2013-03-21 - Chris Padfield - Comments (0) - Release Announcements

We are pleased to announce a new release of the DeskPRO helpdesk platform, build #251.

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

- New option to show ticket messages in reverse chronological order (Read more)
- New keyboard shortcuts in ticket view for faster replying (Read more)
- Improved ticket layout makes agent ticket view more consise and easier to use (Read more)
- New ticket reply box makes it easier to insert snippets or apply macros at the same time as your reply (Read more)
- Snippets can now have shortcut codes assigned to them for quicker insertion into the replybox, and you can now navigate the snippets popup easier using just the keyboard. (Read more)

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.