DeskPRO Build #123 Released

2012-09-19 - Chris Padfield - Comments (0) - Release Announcements

We are pleased to announce a new release of the DeskPRO helpdesk platform, build #123.

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

- Allow triggers to set custom ticket fields
- Fix action selector becoming too long
- Fix PHP filter checking of changed participants
- Update filter counts after updating filter
- Fix 'op' select missing its options when being re-rendering (e.g., editing filter/trigger)
- Store original 'to' address ticket was sent to, add trigger criteria for the to address
- Add trigger action to set gateway address
- Show both the initial landing page as well as session landing page on chat info
- Fix when related browser alerts being dismissed on click could leave notification tray in wrong state
- Fix fatal error on invalid date strings
- Fix IE errors when no audio
- Report APC version in error logs
- Update embedded newticket iframe code
- Silence debug messages in runner unless using verbose
- Add person/organization fields to the report placeholder options.
- Add support for "filling" in missing values in a report series in specific circumstances.
- Add simple sidebar block creator asks just title/content
- Handle case of importing users with maps belonging to old usersource
- Ignore ctags file
- Correct chat source numbers when user times out / returns from timeout
- Tasks in tickets are now fully featured
- Remove "group by nothing" and "split by nothing" values from report titles
- Fix source_type for imported custom database usersource
- Fix required joins being stripped out when adding person criteria to ticket search filter
- Add support for adding an additional join condition to custom field joins in reports (such as tickets.custom_data[2]).
- Fix rare case where client messages might not be delivered properly. If an agent logs in after the client messages cron job has cleaned the client_messages table, then he

may next the next batch of messags.

- Handle bad section_html for every section.
- Handle reloading section after failed ajax
- Ensure root field is set properly when updating a field.
- Add root field value to custom_data_* tables.
- Fix possible division by zero in DetectInlineReply
- Attach varname needs to be an array to accept multiple attachments in a reply
- Fix button stuck at saving
- Update tasks pane when adding task from ticket
- Say 'extend' on license page if not expired
- Show spinner when submitting new ticket
- Fix newticket revealing form validation errors
- Correct template used for agent-created ticket notification, make the 'from name' the agent
- Fix alignemnt and sizing issues on newticket form
- Fix fwd cutter to handle case of wrapped From
- Error out on bad forward, email agent about it
- Update preboot error style and add logo, expand on info about php version
- Save copy of ticket message when spamming
- Add axes labels to graphs in report builder.
- Add axis labels to matrix report tables.
- Add ordinal suffixes to day of the month values in reports.
- Add admin page to change frequency of deleted/spammed tickets cleanup, button to purge them
- Fix position of close-tab button when adding note
- Add logging to DetectInlineReply, fix bad detection when html tags were converted into uppercase
- Fix select2 multiselect fields being way too short when in edit mode on ticketview
- Fix saving multi-select fields
- Fix enabling the hidden agent team option when defining first team
- Fix fatal error with invalid first reply time
- Support for defaults for report builder placeholders.
- Additional report builder date presets.
- Add a report that is automatically run when entering the report builder.
- Fix warning when trying to get title of deleted usergroup
- Disable textarea resize in admin ticket editor
- Fix a strange bug in IE where updated select options dont actually render to screen
- Fixed position of nav bar, fix print view, fix active status on fav links
- Some styling to reports builder
- Include user agent in feedback about errors
- Fix interface switcher disappearing

- Adjust report graphs to show up only when applicable and only use the first selected column.
- Add an Outlook cut pattern
- Fix gear icon being cut when sprited
- Fix making window small breaking layout in reports
- Ensure deskpro_url doesnt include index.php part, ends in trailing slash
- Fix some report UI issues.
- Add total row/column to CSV output of matrix tables.
- Fix potential error with report builder SPLIT queries.
- Move message number to left, fix message init not being called on new messages added via ajax
- Fix + toggle on completed tasks
- Fix setting agent parts from viewticket not saving
- Checking all checks the rest in notification options
- Separate new tickets and filter matches notifications, new layout for notification options
- Fix adding two or more cc's at once
- Add new field type in ticket editor for CC's, handle adding CC's on newticket form
- Add find_identity capability to custom db usersource
- Updated languages: Japanese - Japanese: Changed 46 phrases, Added 15 phrases

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.