

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.