

DeskPRO Build #370 Released

2014-10-01 - Chris Padfield - Comments (0) - Release Announcements

We are pleased to announce a new release of the DeskPRO helpdesk platform, build #370.

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

- NEW Admin: New "Forward Setting" to override the default pattern used to test if an agent email is a forwarded email
- NEW Agent teams can now have avatars
- NEW Departments can now have avatars
- NEW Agents with multiple teams can now have a specific team set as their "primary" team
- NEW Defined labels can be assigned a label color
- NEW Trigger criteria for checking working hours
- NEW Trigger criteria for checking the API key used
- NEW Trigger action to add agent notes
- NEW Trigger action to send an email to any arbitrary email address
- NEW Triggers that send emails can now specify custom headers on those emails
- NEW Trigger criteria for checking if a ticket belongs to a specific user
- NEW Trigger criteria for checking if a ticket belongs to a specific organization
- NEW Trigger action to add agent followers now has a 'current agent' option
- NEW Added download option for uploaded Apps.
- NEW Ticket Satisfaction criteria.
- NEW Task creation trigger.
- IMPROVEMENT Admin: Editing agent signature now has a rich-text editor instead of a plain html textarea
- IMPROVEMENT Agent: New ticket form for a user with multiple email addresses will sort the email list into primary/secondary
- IMPROVEMENT Improvements to email quote trimming to prevent emails that were exchanged outside of the helpdesk from being trimmed
- IMPROVEMENT Agent: The newest message in a ticket will show more of a long message before showing the 'View Full Message' button
- IMPROVEMENT Auto-locked tickets are more reliably unlocked when an agent goes away
- IMPROVEMENT auto release locked tickets
- IMPROVEMENT User: ElasticSearch is now enabled for searches made from the portal

- IMPROVEMENT Agent: ElasticSearch now searches chats as well
- IMPROVEMENT Added "Check Performer Email" to trigger criteria that checks the email address of the person that caused a trigger event
- IMPROVEMENT Agent: When in single-column mode, you can now shift+click to open multiple links as new tabs in the background (the default is to replace your currently open tab)
- IMPROVEMENT Admin: Add mass actions to incoming email log
- IMPROVEMENT Admin: Outgoing email log now has massaction controls
- IMPROVEMENT You can now specify unix_socket as the database 'host' in config.php
- IMPROVEMENT Ticket debug log includes extra information
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- IMPROVEMENT Task comments now editable by dblclick.
- IMPROVEMENT Task title now editable by dblclick.
- IMPROVEMENT Added tests to HipChat and JIRA apps.
- IMPROVEMENT Open new task in tab pane.
- IMPROVEMENT Default agent selection for Super API Key.
- IMPROVEMENT Added ability to add optional packages for server reqs.
- IMPROVEMENT Chat history formatter.
- IMPROVEMENT Merge list handling.
- IMPROVEMENT Better people merge list.
- IMPROVEMENT Highlight people by merge menu.
- IMPROVEMENT Added context menu to tabs.
- IMPROVEMENT Added permission to unresolve ticket.
- IMPROVEMENT Check for whitelisted IP on every request.
- FIX Viewing an unpublished news post in the portal as an agent did not show notice about it being unpublished
- FIX Agent: Browser notifications from user-generated events would always render in the language of the user, rather than the language of the agent
- FIX Agent: Chat windows would be replaced in one-column mode when you opened some other tab
- FIX Portal: Sticky search results did not appear in search suggestions
- FIX Portal: Search results showed invalid 'total' (did not count sticky search words)
- FIX Rejection auto-reply emails (e.g., invalid fwd, registration closed etc) would not send in users selected language

- FIX CC'd users could log in to portal and see 'edit' link
- FIX Admin: Editing agent signature did not show agents current signature
- FIX A user email-validating their account from an email-submitted ticket would validate other tickets as well
- FIX Old methods could cause many extra queries to run during filter updating logic
- FIX Ticket filter update logic being run on 'trivial changesets' when they shouldn't be
- FIX Multiple queries fetching department permissions in agent interface
- FIX Permission cache being updated and overwritten too often due to incorrect keys being used
- FIX Agent email notifications did not show the user who started the ticket or any CC's on the ticket
- FIX Possible non-destructive JS error using website widget in IE8
- FIX Agent: CC auto-complete box did not show primary email address of user
- FIX Custom choice fields would not have an empty value, making the first option in a select box always the 'default'
- FIX Possible email loops in some cases of email bounces
- FIX event log wasn't working for NEW users (registration/usersource-login) without a person context
- FIX Agent: Show full agent name in 'agent' column in table-view when single-pane mode is on
- FIX Missing escalation data from ticket debug file
- FIX Admin: Missing 'retry' status from email sources filter
- FIX fix sms test
- FIX Admin: Will show error notice when you try to use a feature your server does not support (e.g., IMAP, Exchange or ElasticSearch)
- FIX Email gateway would erroneously mark 'no value' emails as errors
- FIX Admin: Offline agents listed in the right sidebar would always show as 'never logged in'
- FIX Admin: Clicking billing interface image on admin dashboard then returning to admin would leave the billing icon highlighted
- FIX Admin: 'set agent followers' did not work when selecting only one agent
- FIX Parsing of invalid php.ini values might result in InvalidArgumentExceptions
- FIX Agent: 'new interface' news showing to new agents (and new installs)
- FIX Admin: Deleting organization fields did not work
- FIX Agent: Deleting users awaiting validation did not always work
- FIX Agent: 'sort' menu in ticketlist in person profile would not work if your helpdesk was installed in a sub-directory (example.com/something/ instead of example.com/)
- FIX Agent: Jira app would load a new recurring background request that would never go away until refresh
- FIX Agent: Jira app background request would count towards 'agent hours', even if the agent was idle

- FIX Admin: Using 'Ticket Created Date' with 'between' operator would render incorrect second date when refreshing trigger form
- FIX Agent: Viewing draft news article would show status option as 'Published' instead of 'Draft'
- FIX Agent: Fix rendering of Display fields in agent interface
- FIX Fix replacing Outlook Wingdings smilies with ASCII
- FIX Agent: Strange cursor appearance in search box
- FIX Agent: Clicking feedback notification would not remove it from notifications menu
- FIX Agent: Creating new labels on KB articles
- FIX Admin: Missing custom email template name validation
- FIX Admin: Display order of priorities did not save
- FIX Admin: Display order of workflows and products did not render when re-viewing the admin list (okay elsewhere)
- FIX Legacy v3 email reply parser
- FIX Admin: Admin home would show any pending outgoing emails as 'errors'
- FIX Admin: Some 'send agent email' options did not make sense for escalations
- FIX Admin: Empty option in escalation criteria list
- FIX Admin: Missing urgency criteria in escalations
- FIX Admin: Creating agent accounts for contacts already in the database (e.g., from a CC'ed address in a ticket) would not set an initial password
- FIX Admin: Adding new agent wouldnt show new agent in the list until refresh
- FIX Incorrect user redirect to 'thank you' page after ticket submit when no other sections are visible
- FIX Possible PHP errors being logged if an agent is removed while the helpdesk is being actively used
- FIX Possible PHP timeouts while processing large/complex HTML strings
- FIX Admin: Deleting ticket priorities
- FIX Admin: URL checker when updating helpdesk url
- FIX Agent: Errors when applying macros using set department action with 'linked account' option (which no longer exists)
- FIX Agent: When changing user owner on a ticket, new user would remain on CC list if they were there before the change
- FIX Admin: Saving members on agent groups would not save your selections
- FIX Disabling a user auto-responses (e.g., for robots/loop prevention) was not working properly
- FIX Agent: Notification auto-dismiss time did not apply
- FIX Agent: Missing ticket log for feedback rating
- FIX Agent: Enabling notifications for "My Own Actions" did not work
- FIX Agent: Search bar results box would sometimes stay open when it shouldn't
- FIX Force cast values to integers in new RR log entry.
- FIX Admin: Deleting workflows did not work

- FIX Using "Read messages from a specific folder" in Exchange accounts
- FIX Possible duplicate datastore rows which could result in some default data being re-inserted during upgrades
- FIX Agent: Middle-click to close tab did not work in Firefox
- FIX Fix possible null values in email processing (e.g., email too large)
- FIX Agent: Font on message attachment list
- FIX Agent: Removing related content from downloads
- FIX Cron task emitting 'Currently installing updates' during upgrade (for cron, means emails sent to sys admin)
- FIX New installs did not enable attachments on new ticket form
- FIX Agent: Ticket log of adding/removing CC'd users and agent followers
- FIX A user validating their email address would not always validate their existing tickets
- FIX Agent: Billing/timelog did not show on newticket
- FIX API: Remove commas in labels (they are invalid label characters)
- FIX Agent: Linking existing tickets would always act as though the 'parent' checkbox was checked, even if it was not
- FIX Agent: Merging tickets did not merge linked tickets
- FIX Agent: Flagged ticket results would not show archived tickets
- FIX Agent: When peeking first pane when it is collapsed, it would close when interacting with grouping or search forms
- FIX Admin: Agents list using lots of memory
- FIX dp:agents command with the --whitelist-ip action
- FIX Agent: Current agent was missing from the list of 'followers' options on new ticket
- FIX Reports: SLAs 'overview' report was not visible
- FIX Agent: Notification menu tab title always said "0 New Notifications" even if there were some
- FIX Agent: Viewing draft news article would show status option as 'Published' instead of 'Draft'
- FIX Agent: Fix rendering of Display fields in agent interface
- FIX Fix replacing Outlook Wingdings smilies with ASCII
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- FIX Admin: Deleting ticket priorities
- FIX Admin: URL checker when updating helpdesk url
- FIX Agent: Errors when applying macros using set department action with 'linked account' option (which no longer exists)
- FIX Snippets categories sorting.
- FIX Prevent standard API Key from changing agent context.
- FIX KB mass actions dropdown.
- FIX Date widget styles for User interface
- FIX Show 'invalid value' on Reports dropdowns parsing error.
- FIX Lost namespace in Reports interface.
- FIX Unexpected behavior with list items.
- FIX Check permission to change status with reply.
- FIX Do not ask to login after IP confirmation.
- FIX Chat widget in IE8 under compatibility mode did not work
- FIX Agent: 'permission error' in some cases if you changed a property on a ticket such that you no longer have permission to view it
- FIX Updating some ticket props (cat/pri/prod) from portal could cause PHP notice
- FIX Setting 'label' array on new ticket via api
- FIX Sending task reminders would not work if old 'default from email' setting was unset
- FIX Error after setting password when no previous password was saved in history
- FIX Agent: Notification bar could show 'please wait' and 'there are no new notifications' message at same time in some cases

This update has now been rolled out to all Cloud customers.

If you are using DeskPRO Download, you can update your installation from the admin interface.

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- [New Feature: Better Search for Users](#)
- [New Feature: Email Log Mass Actions](#)
- [New Feature: Shift-Click To Open Tabs In Background](#)

- [New Feature: Chat Search](#)
- [New Feature: Time for a Team Picture](#)
- [New Feature: Department Avatars](#)
- [New Feature: This Season's Designer Labels](#)
- [New Feature: Even Better Automation](#)
- [New Feature: Create Tasks Automatically](#)
- [New Feature: Close Tabs in Bulk](#)
- [New Feature: Primary Teams](#)