DeskPRO Build #169 Released

2012-11-05 - Chris Padfield - Comments (0) - Release Announcements

We are pleased to announce a new release of the DeskPRO helpdesk platform, build #169.

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

- Updated languages: Russian - Russian: Changed 54 phrases
- Fix situation where glossary word definitions would not be displayed correctly.
- Display ticket ID and assigned agent (via a tooltip) when viewing the ticket list on profiles and organizations.
- Add setting to disable agent forward processing. - Also now sends original email as attachment if invalid forward
- Few fixes on department form layout editor - Fix chat departments being listed - Replace old optiobox with select2 - Mark departments and form tabs with orange bullet to signify a customisation
- Fix deleting sub-options in choice field being re-created each save
- Fix background repeat
- Fix nuking user from increasing recycle bin count
- Upgrade script to set old portal tabs order
- Changes around online chat status. - Easier to see and toggle your online chat status - Display for who else is online for chat with (almost) instant update - Update of online agents list for agent chat also improved - Admin agents listing now show small badge when agent is online - Admin can sign an agent out of chat from agent listing
- Fix missing security token in message details overlay
- Fix labels not being re-selected upon editing trigger
- Add text cut pattern
- Tweak style/text of rating links in emails and direct link to rating
- Fix simple regex matches in HtmlMatcher not matching sometimes with long lines (where clients tend to wrap the source)
- Add setting to control if users can add agents add followers by CC'ing their real email addresses
- Improve display of timezone when viewing a person's profile.
- Display organization user groups when viewing a person's data via the API.
- Make ticket trigger matching a little bit clearer for text-style matches (contains, regex, etc).
- Use a date picker to manage custom date fields when editing/creating a ticket.

- Hide ticket billing features until billing is enabled.
- Enable task deletion.
- Emulate cmd+left/right in the RTE for Mac users (acts like "home" and "end" for Windows).
- Restructure the glossary API to fit that multiple words can be attached to a single definition.
- Use the new RTE when editing a ticket message.
- Fix admin login page from agent when multiple user sources enabeld, it would force use of email address which may not be the login id used by the source
- Fix show_full_hint when there is no message_full
- Fix warning on TicketFieldAction with choice fields
- Custom phrases in language system
- Gracefully handle agent interface when updates are being installed
- Hide form instead of graying them out when custom forms are disabled
- Update emogrifier to maintain inline styles (such as colors) on elements for emails.
- Disable auto complete on user interface searches as it covers results.
- Add a title for all report interface pages.
- Display product correctly on ticket mass actions form.
- When creating field add checkboxes to add to custom layouts at same time
- Rename 'website widgets' to 'website embeds', put it under Integrate menu, move contact form into same page, clean it up a bit
- Disable the RTE autosave when submitting a reply to prevent a potential race condition.
- Show a progress indicator when saving a KB article.
- Ensure the scroll size is recalculated when reloading the publish section.
- Update the glossary to allow multiple words per definition.
- Fix a typo on the article list
- Clicking an image displayed in a lightbox in a ticket will open it in a new window.
- Fix errors due to requests/cron running during auto-upgrade when files are half-replaced
- Remove old runner command
- Fix bounce detector failing to identify existing ticket to attach robot messages to in some cases
- Fix labels route in user interface so it doesnt break on slash chars in label
- Security tokens to user interface forms, tighten up form requests so theyre POST only
- Update request tokens on pings that are done regularly for agent/admin, shorten lifetime a bit
- Tighen up some routes so certain save actions are only valid via POST
- Show message times in agent chat.
- Link to the plugins section from user source configuration so people are aware that

additional user sources can be defined there.

- Clicking between reply and note now ensures the full text editor is always shown.
- Add security tokens to all admin POSTs
- Add security token to all of agent interface requests

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.