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## DeskPRO Build #251 Released

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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 concise 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.