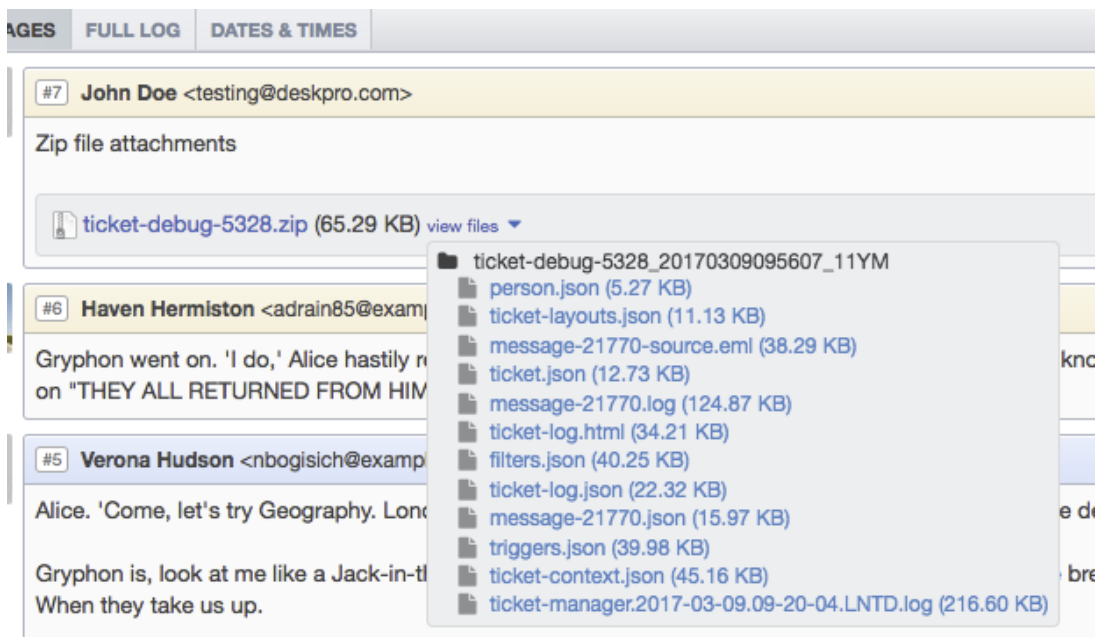


Extract Zip (gzip/tar) files and download specific files only (5.5)

2017-03-13 - Lauren Cumming - Kommentarer (0) - Product

When a ticket has a ZIP file attached to it, you can now click on the 'View files' drop down and only download the most relevant files that you need.



The screenshot shows the Deskpro interface with a ticket list. The first ticket is by John Doe, with a ZIP file attachment named 'ticket-debug-5328.zip (65.29 KB)'. A dropdown menu is open next to the attachment, showing a list of files that can be downloaded individually. The files include 'person.json', 'ticket-layouts.json', 'message-21770-source.eml', 'ticket.json', 'message-21770.log', 'ticket-log.html', 'filters.json', 'ticket-log.json', 'message-21770.json', 'triggers.json', 'ticket-context.json', and 'ticket-manager.2017-03-09.09-20-04.LNTD.log'.

AGES	FULL LOG	DATES & TIMES
#7	John Doe <testing@deskpro.com>	
Zip file attachments		
ticket-debug-5328.zip (65.29 KB) view files ▼		
ticket-debug-5328_20170309095607_11YM		
person.json (5.27 KB)		
ticket-layouts.json (11.13 KB)		
message-21770-source.eml (38.29 KB)		
ticket.json (12.73 KB)		
message-21770.log (124.87 KB)		
ticket-log.html (34.21 KB)		
filters.json (40.25 KB)		
ticket-log.json (22.32 KB)		
message-21770.json (15.97 KB)		
triggers.json (39.98 KB)		
ticket-context.json (45.16 KB)		
ticket-manager.2017-03-09.09-20-04.LNTD.log (216.60 KB)		