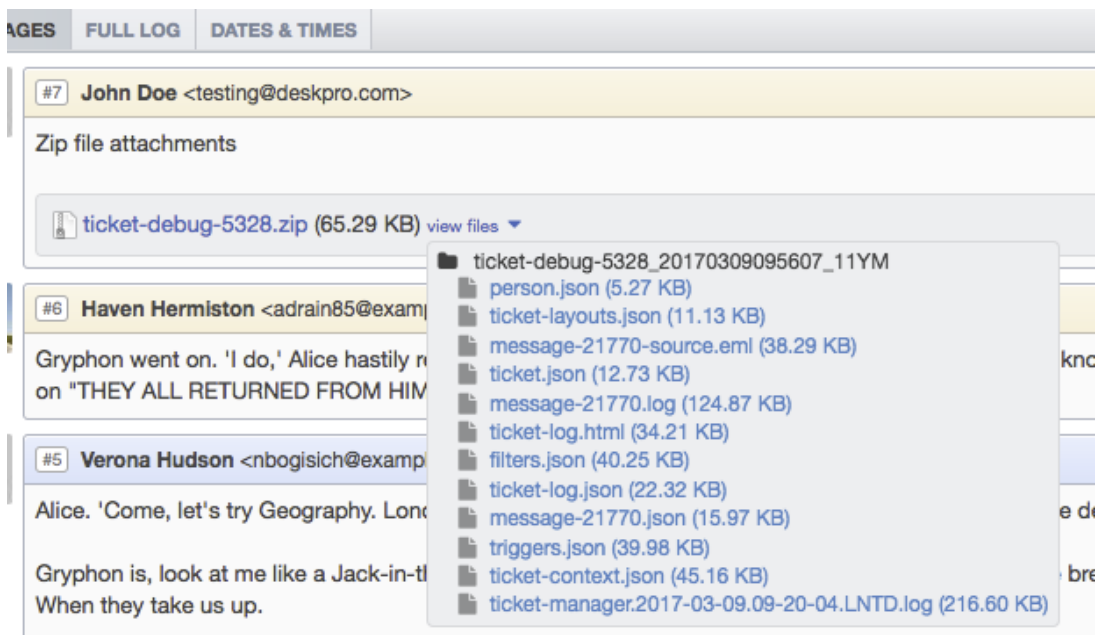


Extract Zip (gzip/tar) files and download specific files only (5.5)

2017-03-13 - Lauren Cumming - Komentarze (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 displays the Deskpro interface for a ticket. At the top, there are tabs for 'PAGES', 'FULL LOG', and 'DATES & TIMES'. The main content area shows a list of tickets. The first ticket, #7, is by John Doe <testing@deskpro.com> and has a 'Zip file attachments' section. A ZIP file named 'ticket-debug-5328.zip' (65.29 KB) is listed with a 'view files' dropdown arrow. The dropdown menu is open, showing a list of files extracted from the ZIP:

- 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)

Below the first ticket, there are two more tickets visible: #6 by Haven Hermiston <adrain85@example.com> and #5 by Verona Hudson <nbogisich@example.com>. Ticket #6 has a message: 'Gryphon went on. 'I do,' Alice hastily r... on "THEY ALL RETURNED FROM HIM...'. Ticket #5 has a message: 'Alice. 'Come, let's try Geography. Long...'. Below this is another message: 'Gryphon is, look at me like a Jack-in-the... When they take us up.'