

DeskPRO Build #246 Released

2013-03-14 - Chris Padfield - Comments (0) - Release Announcements

We are pleased to announce a new release of the DeskPRO helpdesk platform, build #246.

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

- Use ctrl for mac and alt for win/nix
- Few small tweaks. Underline shortcut letter for send reply, setting status, snippets -Style the manage macro link in the macros menu - Show shortcut code in snippet manager list
- Shortcuts in snippets box
- More keyboard shortcuts around ticket reply box
- Improved reply box
- Move preSend call to just before invoking delegated transports. DelegatingTransport
 may modify From based on matched gateway in ticket contexts if a gateway is
 configured with an alias. preSend automatically sets a return-path based on the
 From, so we need any changes to From to happen before preSend is called or else
 we'll end up in a situation where From is the alias and Return-Path is the original
 address.
- Add button styling based on bootstrap
- Beginning of replybox changes
- Fix missing paren which would cause an error when using people search on multiple labels
- Fix infinite loop with SLA date calculation when working hours set has end time earlier than start time
- Few cleanup tweaks to snippet manager
- Add 'reply with snippet' action, add replytext position option
- Work around snippets New 'shortcut codes' can be assigned to snippets. If you type %code% into the reply box, the code is automatically expanded with snippet. Added "All Snippets" view in snippet manager that lists all snippets in all categories Added filter box to filter snippet titles in snippet manager Fixed height of snippet edit popun
- Cancel sending of messages that were queued to send in a transaction when that transaction is rolled back (eg an error)
- Handle errors in webhooks calls better
- Number of fixes to BlobStorage, add logging capabilities

- Fix possible undefined index notice when no tickets in a filter with grouping enabled
- Fix a missing field from a query
- Fix possible case where agent chat department permissions would not be set properly in the page-vars template
- Show the date and time in tooltip on user ack tick when re-rendering a user chat in agent interface
- Add BlobStorage system that can handle multiple types of storage backends
- Add AWS and Guzzle to vendors

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.