DeskPRO Build #254 Released

2013-03-28 - Chris Padfield - Comments (0) - Release Announcements

We are pleased to announce a new release of the DeskPRO helpdesk platform, build #254.

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

- Image thumbnails being made square
- Fix adding new chat snippets not appearing in the list right away
- Can now add new chat snippets when the 'All' category is selected
- Fix possible case with chat track showing chat frame URL instead of parent
- Chat replybox height was off by about 15 pixels so if you clicked near the bottom, the box would not focus
- Fix helpdesk remaining offline when upgrade process cancelled before anything could be done (e.g., bad path to PHP binary)
- Fix unsetting cat/pri/prod as required
- (Agent:Ticket:Replybox) Switching to note tab unchecks the assignment checkboxes if they were checked by default
- (Agent:Ticket:Replybox) Fix "close tab" preference not being applied properly
- Missing notice about agent viewing hidden feedback in user interface
- Showing 'delete' massaction even if you are not allowed to delete
- (User:Feedback) Comment link in feedback list had wrong URL
- (User:Feedback) "Any Status" count including hidden (deleted, spam etc)
- Phantom notification count when opening a ticket that had multiple notifications in the notification center
- Labels input stretching table when browser window made smaller
- Possible error trying to perform mass draft actions on 'undefined'
- Improve layout of followers box on ticket view
- Snippet shortcodes would insert current person info for {{user.X}} variable replacement
- Show why an agent got a notification in ticketlog
- JS error on newticket using keyboard shortcut on status menu
- When a forwarded ticket is sent to the helpdesk by an agent and is accepted but has an unknown user listed in a 'CC' line, log the unknown user in the ticketlog
- Hitting 'dismiss' button in notices could refresh the page in Webkit, which could possibly cancel the ajax request that actually dismisses the notices
- Ticketlist not updating when last ticket of a grouped view was supposed to be

removed
- List of email addresses on profiles have copy icon when mouseover
- A user cc'ing a new user who does not yet exist on an existing ticket would cause two email notifications to agents if agents subscribed to property changes and new replies
- Can now create new snippets from the 'all' categories list
- Hitting enter key in snippets with only one result will enter it without having to press down to select it first
- Ticketlog in reverse order had log groups put after message instead of before
- Ticketlog was missing template name when trigger sent a custom user email
- Drop zones for file uploading in replybox
- Fix for possible draft requests overlapping / draft saving while reply or note is being saved
- Not being able to change selection in newticket status menu due to backdrop z-index eating click
- When viewing grouped ticket list, sometimes tickets that dont belong in the active group would be auto-added to the list
- New ticket created by agent had user notification subject beginning with 'RE'
- Make sure unchecking doesnt apply assignment

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.