

DeskPRO Build #105 Released

2012-08-22 - Chris Padfield - Comments (0) - Release Announcements

We are pleased to announce a new release of the DeskPRO helpdesk platform, build #105.

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

- Tweak auto-linker to not match trailing parens
- Fix sql error when fetching related tasks when you dont belong to any teams
- Separate article suggestions in ticket settings'
- Add max-height and scrollbar to top searchbox
- Periodically updateui on tabs to handle height changes post-load
- Couple more fixes to handle agent validation after email validation
- Fix require validation on users from gateway-submitted tickets
- Fix incorrect form error when adding gapps gateway
- Fix regex matching custom ref codes
- Fix creating agent or agent team filters from admin
- Fix typos
- Fix agent reply from web interface clearing agent followers
- Fix missing js phrase'
- Fix fields that arent enabled in the 'default' layout not showing up when agent views ticket
- Fix docx mimetype not being read, fix unknown mimetypes from being saved as file.txt
- Add a number of built-in DPQL reports and fix a few bugs that come up when adding them.
- Fix the 'stop actions' trigger
- fix misspelling of maintenance
- Fix exception when submitting download with no cat
- Fix notice when trying to fetch non-existent agent
- Fix DbLoader sometimes not returning array
- Reload when data registry is not defined
- Use select boxes for kb article cats
- Simplify new gateway page a bit:
- Add in original ticket message as part of pending article
- New ended chat filter for missed chats (those that ended unassigned), add grouping var for total time a chat was opened

- Add keyboard nav to snippets
- Ability for Popover to open to the bottom, snippet viewer opens to bottom
- Turn message types in ticketview into menu
- Fix notes being called messages in notifications
- Prevent removing copyright line
- Support for a draggable left column in the reports. The drag width is maintained across pages in a cookie.
- Add two-level select widget for departments/categories in userland newticket
- Report builder printing (via css media that hides everything non-essential) and improved CSS compatibility.
- Fix labels input box being too short
- Show flag icon in ticket list
- Fix bugs with inline email edit form, dont allow empty email
- Show user icons in ticket list, add chats list
- Show edit icon when hovering position in org
- Improved value formatting for numbers, along with explicit use of the FORMAT() function. The PERCENT() function can also take an argument to control decimal output as well.
- Add direct link to settings tab from user menu
- Fix null slug
- Enable notifications on new agent accounts
- Handle 404 when trying to run bad filter
- Show linked tasks on tickets
- Support for CSV rendering of DPQL reports.
- Add icons for notify rows
- Open notification area off by 1 pixel
- Fix new chats not showing up in notifications area, change favicon animation a bit when new chat waiting
- Catch autoreplies
- Fix error messages not clearing failed label
- Fadeaway on publish titles in agent interface
- Move around open in window/min tabs, cancel button
- Show counts of categories
- Better overlay loading page for article suggestions from newticket
- Full-height email source textarea in detail popup, add tab to view process log for an email
- Reduce text size and padding of table view
- Fix background going weird when activating different display options in list view
- Fix {{names}} in gateway account criteria description
- Delete permissions when deleting agents
- Increase width of massactions other properties rows

- Fix blank options in massaction
- Fix plain select boxes being revealed sometimes when switching between departments with custom field layouts
- Fix getting department names with specific ids
- Add support for value formatting in DPQL, both automatically detected and the start of configurable formatting via the FORMAT() function.
- Store report collapse state in a cookie so it's saved.
- typo: spell receive correctly
- Enforce ug permissions on published content
- Fix the From name being lost when a different transport is used via trigger
- Fix a couple html phrases
- Replace outlook smilies with UTF8 smilie
- Fix cloud cron run wrong timeout compare

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.