# Helpdesk Pilot Change Log for V5.2

## July 2012

### New Features
1. Added export of ticket tags to ticket tabular export under Reports.
2. Edit ticket title.
3. Additional options to new ticket auto responder, where the notification can be sent to the CC/BCC recipients and the ticket attachments can also be optionally sent.
4. Activity log updates for send email action on Smart rules.

### Bug Fixes
1. Fixed bug where non english file names for attachments was not shown correctly in outgoing emails.
2. Fixed bug where dependent custom fields were showing up before the parent value was chosen, in the Customer Panel.

## June 2012

### Enhancements
1. Improved ordering of values in dropdown and multi choice custom fields on display and while editing them.
2. Improved ordering of items in the Knowledge base drop down in the add update area.
3. Removed "Next ticket" link for performance reasons in instances.
4. Updated Reply-To header in staff notification to use the email address of the parent category for categories using another category's SMTP settings.
5. Better control on new ticket form button to avoid duplicate ticket creation.
6. Added rich text editor to Move ticket and Mass reply pages.
7. Improved mail parser.
8. Removed email address from {{all_replies}} tag in notification templates.
9. Keyboard support for client lookup functionality in staff new ticket form.
10. Better handling of S3 attachments, where inline attachments used to 'expire' and not be visible in the ticket messages.
11. Better validation of Add holidays form in Work Schedules.
12. Can now unassign tickets from the ticket box itself.

### Bug Fixes
1. Fixed bug where email address in From/Reply-To headers were being sent as '<None>' in customer notifications for categories using another category's SMTP settings or default SMTP settings and without an explicit 'From' address.

2. Fixed bug where Smart rules were not working on tickets which were moved from one category to another.
3. API bug fix, for staff update action.
4. API bug fix, for accepting due date in 'YYYY-MM-DD' format.
5. Fixed bug where some pie charts were not showing any data.
6. Fixed bug where dependent multi choice custom fields were showing up before the parent value was chosen in the add contact and customer panel my settings sections.
7. Fixed bug where full access contact group members were unable to add updates to tickets raised by the other group members.

# April 2012

**New Features**
1. Added Italian Language support.
2. New ticket inflow reports available. Can now see ticket inflow across categories by Assignment, Status and Priority.
3. Support for AM charts in Reports and Dashboard pages, making them iOS friendly.

**Enhancements**
1. Improved mail parser to support Microsoft Excel content sent via emails.
2. Improved mail parser to strip newline characters in subject in incoming emails.
3. Improved UI layout for staff roles-ticket permissions and managerial permissions.
4. All URLs sent from the application will now be hyperlinked.
5. Enabled the HTML option in TinyMCE for Smart Rules send email action.
6. Improved initial data content in notifications, for new instances.

**Bug Fixes**
1. Fixed possible bug in Agent Collision.
2. Fixed bug where send email action on Smart Rules was not inserting tags available.
3. Fixed bug where some outgoing emails were showing up without line breaks.

# March 2012
**New Features**
1. Split Tickets.
2. Permission introduced for Forward ticket functionality.
3. Customer Groups.
4. Automatically converting emails sent as High Priority from Microsoft Outlook, as the highest priority set in the instance.

**Enhancements**
1. Improved handling of message body in Clone ticket.
2. Enabled browser spell check option, which was disabled by the introduction of TinyMCE.
3. Better style for Forwarded emails.

**Bug Fixes**

1. Fixed bug where outgoing emails were not appearing with new lines.
2. Fixed bug where quote replies was not working in Private Notes.
3. Fixed bug where quote reply was not available after it was used once.
4. Fixed bug where additional message added for Forward message was displayed in the Customer Panel.
5. Fixed bug where Forward functionality failed if there was more than one email address in the To field.
6. Honoring ticket level permission - "Access all tickets".
7. Corrected header color in the Customer Panel Knowledge Base page.
8. Fixed bug where reports created with null assignee threw an error.

# February 2012

**New Features**

1. Forward ticket.
2. HTML notifications.
3. Rich text notification templates.
4. Ability to restore default notification templates.
5. Move ticket from ticket detail page.
6. Related tickets now supports full ticket ID search with or without '#'.
7. Agent Collision.

**Enhancements**

1. Quick Private note message posted text corrected.
2. Better handling of URLs for selective managerial role permissions.
3. Removed reset and cancel buttons in update custom fields section.
4. More prominent "clear search" text on search action.
5. Search on My Queue now loads search results under All filter.
6. Due date display fix.
7. Fixed issue where when there is no name for a contact, it's not possible to go to the contact detail page.
8. Allow time spent to be editable by allowing negative value input.
9. Security enhancements.

**Bug Fixes**

1. IE fixes for embed code.
2. Fixed bug where export of reports was not showing the correct ticket assigned value.
3. Fixed bug where newly added staff was not being picked as a valid choice in the private note alert query set.
4. Fixed bug where import contacts link was available to non admins in an instance.