

KronoDesk® v1.1 Release Notes

KronoDesk is the highly acclaimed integrated customer support and help desk ticketing system from Inflectra. These Release Notes cover what issues this version addresses, what new features have been added, and finally download instructions. If you have any feedback or suggestions regarding this release or any of our products, please send us an email at support@inflectra.com with your ideas or comments.

New Features

- Users can upload small graphic avatars that will be displayed in forums and help desk
- Users can specify override timezone and culture
- Display forum statistics and total number open/answered messages in each forum
- Support for meta-tags in Forums with Tag Cloud for easy access to tagged threads
- Workflow step/status can be marked separately as 'active' for submitter and 'active' for agent
- Templating system for all help desk notifications and emails
- Customizable Reporting system including graphs, data-grids and MS-Excel, CSV exports
- Mobile web interface for Apple iOS Devices and Android Devices
- Enhanced ability to change look and feel of application to match company standards / website
- REST Web Services API added in addition to existing SOAP Web Services API

Enhancements and Resolved Issues

- Ability for system to 'auto-close' after a period of time.
- Fixes issue that prevents articles being created when system installed on a server configured for UTC+X timezones
- Fixes issue where deleting existing custom properties in Administration doesn't do anything
- Stores user settings in database so that the system remembers filters, opened/closed widgets, etc.
- Fixes issue where some forum email messages were leaving the \${...} tokens in the final message
- My Subscribed Articles widget added to both customer and employee dashboards
- Closed date now auto-populates and clears when you close/open a help desk ticket
- Bug when searching users by full name in the administration section is fixed
- Watermark added to the ticket creation page to better explain to customers the purpose of the Ticket Name field

Download Instructions

To obtain this version of KronoDesk®, you need to log in to the customer area of the Inflectra® Website at: <http://www.inflectra.com/CustomerArea>. From there you can find the list of downloads under "My Downloads". Simply right-click on the installation link, download the Microsoft Installer (.msi) package to your computer, and then double-click on the package to begin the installation.

The installer will detect the existing version on your computer (if any) and upgrade the program files and migrate your data into the new version. *As always, we recommend that you backup your database and attachments prior to installation.*

The full installation and administration guide can be found at <http://www.inflectra.com/KronoDesk/Documentation.aspx>.