Nat'l Compliment Day ⬚ bug fixes

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Today is National Compliment Day. More on that below!

We released two bug fixes in the last few days:

- **When we released the last round of changes to Manage Articles (Manage Articles: new filter option + bug fixes), in our attempts to make sorting work better when a search phrase is used, we totally removed the default behavior to sort by relevancy for the search phrase. Teresa reached out and let us know this change was cramping her workflow, so we've updated the behavior here just a bit:**
  - **Once you open a filter, if you search for a phrase or term, the filter display will default to a relevance sort.**
  - **If you'd like, you can then click one of the headers to change the sort to that header.**
  - **You can re-initiate the relevance sort by re-searching for the phrase.**
- **Since some of our infrastructure upgrades, we noticed that copying larger knowledge bases seemed to sometimes copy the same content multiple times. We've released a fix for this so that it should only take a single copy of each article during a knowledge base copy.**

One housekeeping note:

You probably won't see a lot of release notes from me for the next few weeks. Our developers are working on the final push to our last major infrastructure upgrade (upgrading our version of PHP), so we'll only be working on urgent bug fixes until that work is done. We appreciate all your patience as we've slogged our way through all of these updates in the last year; I promise, amazing features will be much easier for us to work on once this last piece is complete!

As a closing celebration of National Compliment Day, I'd like to share a quick story:

We've recently been interviewing for a new Lead Support Owl. Often, the perception in working a support role is that you're probably going to deal with some angry or outright rude customers. During these interviews, one of the themes I've noticed is that one of the best parts of being an owl is that we work with so many amazing, thoughtful humans.

Even when we've had performance issues or we broke something when we tried to improve it, you let us know these things in ways that are totally appropriate and useful. You send us helpful/thoughtful feedback on what you love or don't love about our software, ask questions about how things work, and generally appreciate--and sometimes join in--our owl puns. Even through the rough rollercoaster the last two years has given all of us, this has remained a constant thread for our team.

Y'all are definitely one of the highlights of our day, and I want you to know how much we appreciate you. ⬚