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Deskpro Horizon Release 2022.19.0

[Deskpro Releases](#) - [تعليقات \(0\)](#) - James Godwin - 2022-05-10

:We are delighted to announce the latest release of Deskpro Horizon, included are the following improvements

- SC 64799 - Improved labels and descriptions of the settings in admin that allow agents as followers in .CC fields
- SC 71261 - Allow agents to see department fields even if they don't have permission for this department .because they are an owner, team member, or follower of the ticket
- .SC 69427 - Fixed community topic approval when submission validation is enabled
- SC 69035 - Outbound email is now auto-populated when creating an email in the admin channels .section
- .SC 61566 - Fixed where Macro was applying when it should be applied as Follow Up action
- :SC 68440 - Custom fields drawers
- .Fixes for validation flags, to save and retrieve correct values
- .Input spacing improved
- .Added correct error states
- .SC 69512 - Secure user password reset by not leaking whether the address exists or not
- SC 70641 - Fixed a bug in search where internal query conditions were not handled correctly. These .changes will make the search produce more relevant results
- .SC 56757 - Improved information about the current build version
- .SC 70845 - Fixed typo in queue name 'Stared' -> 'Starred'
- .SC 71290 - Unassigned sub-queue has been added back when grouping by agent
- .SC 70853 - Use existing config for serving /app page
- SC 71299 - Fixed regression where unassigned tickets were not getting auto-assigned when the auto-assign on unassigned feature was enabled for ticket replies
- SC 70861 - Fixed incorrect validation errors for Queues criteria, namely label and SLA criteria when a .picked label or SLA is not required

- .SC 65494 - Fix SSO for agents •
- :SC 70489 - Improved v5 migrations •
- .Fixed where ticket 'Saved Lists' were showing duplications in some cases ◦
- Fix errors in admin in some configurations of ticket trigger criteria/actions where some toggle ◦
 - .options were off
- .SC 71145 - Fixed display of agent team avatar •
- .SC 71264 - Change how CSP directives are constructed for development environments •
- ."SC 71245 - "Improve spelling for the Last logged in message on the Admin Dashboard •
- .SC 65499 - Fixed incorrectly displayed override name in the message history section •
- SC 66699 - Record delete actions for Emails, Notes, Chats, and Voice messages in the Ticket message
 - .history log
- .SC 58967 - Fix agent comments validation when users' permissions don't require it •
- .SC 69094 - Limit Twitter message import attempts to once per minute •
- SC 50248 - Admin. Branding page. Added ability to show only https:// options for the Helpdesk URL
 - ./:/:dropdown when BE is providing URL as both http:// & https
- .SC 71263 - Fix empty drafts being displayed on tickets •
- .SC 70532 - The Macro button in the ticket actions menu has been fixed •
- .SC 44156 - Published old v1/v2 API docs on the website •
- .SC 46539 - Permissions - Mass Actions: UI shows mass action errors •
- .SC 49755 - Internet Explorer 11- Show a please use another browser •
- .SC 58677 - File Custom Field Bugs •
- .SC 59744 - COMMENTS - All comments counts do not take into account unpublished comment count •
- .SC 61270 - Time in billing & time log not editable •
- .SC 63223 - Twitter: Tweet metrics •
- .SC 64046 - REPORTS - table widgets on the Dashboard page selector does not appear •
- .SC 64090 - Agent Teams: showing deleted agents in the table •
- .SC 64799 - Change description of settings •

- .` SC 65011 - Shortcut App: create a form missing `Owner •
- .SC 65164 - HELP CENTER - Calendar pop up selection does not update the field on user form •
- SC 65273 - Channel API Messages -> clickable links •
- SC 65410 - Consolidate admin/deskpro-ui-leftovers and common/deskpro-ui-leftovers •
- .SC 65451 - Shortcut: remove URL from story •
- SC 65457 - No linked objects behavior •
- SC 66020 - Improve global search •
- SC 66252 - Search is not working on the macro-add label •
- SC 66382 - Ticket Form: User & Org Custom fields permission error •
- SC 66689 - Re-Implement Action per Ticket Message Type •
- SC 67023 - Search is not working on queues criteria •
- SC 67217 - REPLY BOX: Formatting issue with spacing •
- SC 67738 - Agent Permissions - "Can delete and spam tickets" Unassigned option not applying correctly to agents •
- SC 67739 - REGEX inefficient for history •
- SC 67935 - Log a unique error in our local PHP logs that are shared with Sentry so we can cross-reference them •
- SC 68074 - EMAIL LOGS: Rejected hover text always shows from_invalid as rejected reason •
- SC 69086 - CRM PROFILES: Open Ticket List •
- SC 69203 - Sentry: Add tracing from UI to endpoints •
- SC 69660 - Follow on to SC - 59812 Custom fields bugs •
- SC 69788 - Display a Technical Error message to the user •
- SC 69796 - Select Field Error State •
- SC 70068 - Add Changesets to deskpro-product •
- SC 70312 - Resetting Queues Bugs •
- SC 70337 - Rename app "installer" service and associated command •

- SC 70406 - Ticket Lists UI Issues •
- SC 70799 - Consolidated upgrade of Shortcut and JIRA apps •
- SC 70830 - The agent interface cannot view images in the message submitted via the ticket form •
- SC 71014 - Error downloading ticket debug file •
- SC 71027 - Ticket Message - View source Modal •
- SC 71137 - Scheduled tasks warning is showing on the cloud •
- SC 71192 - Ticket Message - View source Modal UI issues •
- SC 71198 - Saved lists show many duplicate rows •
- SC 71238 - Delete all dead queries, mutations, and fragments •
- SC 71261 - Department Field incorrectly rendered as empty •
- SC 71261 - Allow agents to see department fields even if they don't have permission for this department because they are owners, team members, or followers of the ticket •
- SC 71689 - Migration to strip old email templates from other trigger action features •