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Deskpro Horizon Release 2022.22.0

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We're pleased to announce the latest release of Deskpro Horizon, version 2022.22.0. This release includes general improvements and bug fixes in the Admin and Agent interfaces

Some of the improvements we have made

We've added the ability to sort the layout tables for articles, files, and news. Plus, you can use a Mass Action to (sort the article layout view (SC 72932

The rich-text editor now lets you change text alignment and add indents when editing News Posts or (Knowledgebase Articles (SC 63791

(We have a new release for the Deskpro Android and iOS apps (SC 72390

We've refined Agent interactions with locked tickets. For example, if Agent A locks a Ticket, Agent B can only add notes and change information in the ticket properties panel and header. Additionally, if an Agent selects a (locked ticket, the reply box will default to the note tab (SC 71734

We have improved the functionality of adding users to an organization. Previously, the dropdown menu would close after you've added a user. The dropdown will now remain open until it is closed, enabling you to more (efficiently add multiple users to an organization (SC 73241

We've added the ability to sort your Ticket Custom Fields by ID and field type in the Admin interface (SC (65939

(We've added a magic token into the Agent API (SC 73669

Bugs we've fixed in this release

We have fixed a bug where Active Directory couldn't complete syncs due to a size limit error. Now AD syncs (should complete successfully (SC 55361

We've fixed the issue where merging Community topics was causing the descriptions to incorrectly bring (across HTML and didn't merge subscriptions (SC 53486

(Fixed the issue where the Contact form would break when a logged in user has multiple emails (SC 66328

We've fixed currency symbols (NZD, CAD, CHF, HKD, and SEK) for currency fields on Help Center forms (SC (65335

We have fixed the bug where multiple modals would open on top of one another on the Agent Profile. When (another menu is selected, the previous modal will now automatically close (SC 71235

We have fixed the issue where a User was added as a CC on a Ticket if they replied through the Help Center. (You can also remove CCs on a Ticket from the Help Center (SC 72353

We have fixed the description that displays when you go to delete a user. It will now read, "Are you sure you (want to permanently delete this user?" and not ask if you wish to ban the user (SC 72907

Fixed the issue where an organization's member list will now visibly update when a user is added or removed (without the need to refresh the page (SC 73242

When restoring an Agent profile, the helpdesk will check the license for the number of available seats. If the number of Agents you're trying to restore surpasses the remaining number of seats, an error will display saying you have used all your available Agent licenses. This error will also occur when restoring Agents via Mass Action (SC 60299

We have fixed the issue where creating a Website Embed form for a specific brand displayed all helpdesk
(departments; rather than brand-specific departments (SC 66042

Fixed the issue where uploading files was restricted by file type even when Admin settings allow all file types
(SC 73101

Fixed an issue that lets you set up a brand's custom domain as the main helpdesk URL. An error will now
(show, requiring you to enter a different domain (SC 68633

Fixed the bug where raw HTML displayed on Help Center forms for toggle fields where a custom phrase with
(HTML was added (SC 70940

Fixed an issue where User messages were displaying as Agent Ticket messages if the User had previously been
(an Agent (SC 72799

Fixed an issue where the 'Unsubscribe Links' in subscription emails directed users to a non-existent Help
(Center page rather than unsubscribing them from the Help Center content (SC 61341

We've fixed the issue where if an Admin enables Ticket Satisfaction Surveys, the survey wouldn't be visible on
(the Help Center. The survey will now display on the Help Center (SC 54158

Fixed the issue where if you're editing Ticket Triggers in the Admin interface, you can open the corresponding
(email template directly from the Triggers page (SC 65632