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Deskpro Horizon Release 2022.26.0

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We're pleased to announce the latest release of Deskpro Horizon, version 2022.26.0. This release includes a number of new features that our team has been working to develop, alongside several general improvements to the interface and functionality, and bug fixes

New features that have been added

- On-Premise Enterprise customers can now edit their Twilio credentials with our Twilio account management [page](#) (SC 72829)
- (We've added the ability to generate ticket Lists against Tasks and Total User Wait time on tickets (SC 75087 [page](#))
- We've updated our [Trello](#) app to v1.0.3. With this upgrade, you are now able to create, view, and unlink Trello [cards](#) from the Agent interface (SC 74930 & 74946)
- (Custom apps will now be able to use your custom ticket fields (SC 76734 [page](#))

Improvements that have been made

- We've improved the UI/UX of Ticket CCs to increase clarity, they will now be visible and editable via the [sidebar](#) so there is a single source of truth for Ticket CCs (SC 63947)
- We've added dropdown options to the Ticket completion actions in the reply box, so you can now stay on the [ticket](#), (open ticket, close the current ticket, or automatically move to the next ticket (SC 65950)
- (Improved the UI of the Assets Menu in email templates and the Help Center editor (SC 64822 [page](#))
- (We've improved the adding agent validation in the admin API (SC 74662 [page](#))
- Various improvements have been made to the layout and styling of the Deskpro mobile app, including keeping [desktop](#) and mobile sessions separate for lists, navigation, and open tabs (SC 73677)
- We now save the last used country code on the voice widget, so you won't have to enter the country code [values](#) for the next use (SC 75983)

Bugs fixed in this release

- Fixed issue with variables being inserted into the wrong place when using the email template editor (SC [63147](#))
- We have fixed an issue where the inline images in a signature were being deleted, when tickets that used the [signature](#) were being deleted (SC 75057 & 75014)
- The issue where legacy HTML content wasn't being correctly migrated to the new Rich Text editor has been [fixed](#) (SC 69886)
- We have fixed several UX issues and bugs surrounding the Snippet drawer in admin. Admins will now be able [to successfully create, edit, and delete translations for snippets with attachments](#) (SC 65340)
- (We have added validation for usersources' credentials (SC 75887 [page](#))
- We've fixed an issue with Macros where if an action was changed from 'Agent Reply' to 'Agent Note' an error [would display](#) (SC 76057)

.(Setting and resetting another admin's password, from the admin interface, has been fixed (SC 75185 ☐

.(We've added an "Add" button to create conditions for queues when there are no rules (SC 76247 ☐

.(We've fixed the error when importing or exporting theme set assets (SC 76068 ☐

.(Default phone number will now be auto-selected when dialing out (SC 69851 ☐

.(Documents are now properly deleted from the ES index (SC 76556 ☐

.(An app will now gracefully fail if the data sync webhook contains no matching identifiers (SC 76700 ☐

We have fixed the issue where agent subscriptions to v5 filters weren't being honored in default queues after ☐
.migrating (SC 72638

We've fixed the issue that stopped you from being able to download a debug file on tickets that were created ☐
.via forwarding (SC 76670

.(We've added a "refresh" button to the card view of a Ticket List (SC 76796 ☐

.(We've fixed real-time updates so they will occur correctly on grouped queues (SC 75225 ☐

.(The WebHook error that occurred when a response is a valid JSON but not an array has been fixed (SC 76698 ☐

.(We have fixed the sub-item menu on the Help Center form so it will now show all the options (SC 76785 ☐

.(The issue where community subscription emails weren't being sent has been fixed (SC 76063 ☐

.(We've fixed the bug where a "hold" status was preventing tickets from loading (SC 76876 ☐

.(We have fixed the bug where ticket trigger actions could not set a field value for a custom field (SC 76937 ☐

We have fixed the bug where turning commenting off on Publish content also disabled commenting on ☐
.Community topics (SC 60262

.(We have released v1.0.2 of our [Jira](#) app which contains bug fixes (SC 76892 ☐

We've improved the behavior for adding a reply, note, or inserting a Snippet via a Macro, depending on ☐
.whether the Macro is Run Now or Run on Send (SC 61839

We've added a running environment context to the agent interface, to fix the issue that was causing an error to ☐
.be shown to Cloud customers (SC 76703

.(The issue that results in an error when creating an article via API has been fixed (SC 76552 ☐

.(We've fixed how permalinks on Publish content are generated so they will no longer break articles (SC 77141 ☐

We have fixed the issue where translated messages weren't showing in the Help Center ticket section (SC ☐
.74808

We've fixed the User and Auth SSO bug, so an error will no longer display when the page is opened in admin ☐
.((SC 77270

We've fixed memory issues that were occurring when loading a ticket queue if there were lots of disabled ☐
.custom fields (SC 77339

We've improved how errors for On-Premise accounts display, so Cloud accounts will no longer see error codes ☐
.that aren't relevant to them (SC 77215

We've fixed an issue where required ticket properties were set as null, resulting in tickets not loading (SC ☐
.75990

OPC Release 2.0.20

New features

.(Allow toggling of access from Deskpro to the OPC for individual Deskpro admins (SC 71586 ☐

Improvements

We've added some pages to guide users through the process of importing older instances of Deskpro (SC [74800](#)).

We have added options to the instance upgrade procedure to allow users to select whether or not to purge all old backups and/or include attachments in the on-the-fly backup produced as part of the upgrade procedure (SC [74676](#)).

Bugs fixed

We've fixed an error with getting Elasticsearch status if the URL has a trailing forward slash and updating the disk space usage warning severity alerts (SC [76901](#)).

Regenerate Deskpro config files on instance update and on an update of the OPC to ensure the latest changes are present on existing instances (SC [77375](#)).