Deskpro

Deskpro Horizon Release 2022.27.0

We're delighted to announce the latest release of Deskpro Horizon version 2022.27.0. This release includes a number of new features, general improvements, and bug fixes.

New features included in this release

- We've added 'Sub status' and 'Status, Substatus' to the 'group by' queues menu so that you can filter your tickets by specific statuses (SC 75813).

- We have added a Twilio SMS trigger action (SC 75866).

- In Card view, we have added the ability to close the currently open item (e.g., ticket or article) by clicking on it again in the queue (SC 76789).

- We have updated our Jira app to version 1.0.8. With this upgrade, you can now add ticket replies and notes as Jira comments, add ticket subject or ID, and add ticket permalinks to Jira issues, in addition to some UI improvements (SC 78049, 78160, and 78452).

- You can now create a new user from the add member dropdown in the organization profile (SC 77937).

- We have added the ability to define usergroups in the CSV importer (SC 78107).

- We've improved the required fields UX for existing tickets, such that all invalid fields are showing in the properties app, rather than a blocking modal (SC 74568).

Improvements that have been made

- Ticket notifications will now only display a user's primary email address, where a user has more than one email address (SC 75491).

- Clicking on inline images from emails, chat, notes, and message forwarding will now open the image in a lightbox with the option to download the image (SC 76826).

- We've improved how the machine translation works; it will now default to the agent's helpdesk language and will stick to the language last used in the reply box after a message is sent (SC 74688).

- We've stopped code blocks in guides from wrapping to avoid any ambiguity surrounding the commands (SC 77166).

- In Agent IM, the avatars will now display an online or offline badge (SC 76186).

.(The ticket reply box will now default to the email tab over the note tab (SC 78039

When you leave the Admin interface e.g. to view a ticket and then go back, the page you
.(were on will be remembered (SC 73381

We've improved the session restoration behavior of Lists, so your selected saved List will
.(reload when you resume a session (SC 76579

Bugs that have been fixed

We have fixed MS translations so it will now be able to translate rich HTML messages (SC
.(76525

Fixed the issue where Macros with 'Add agent reply' and 'Add agent note' became
.(corrupted after migration (SC 75778

We've fixed the problem where agent notifications for deleted tickets were causing an
.(error (SC 76689

Fixed an issue where a non-supported field or function in FQL was causing errors (SC
.(77090

We've fixed the bug where the wrong language was displaying as the sent message for
.(translated tickets (SC 76557

Fixed the trigger issue where tickets were appearing as marked as spam by the user (SC
.(75856

If a custom email address is set up it will now display as the 'to address' if it's set and
.(enabled (SC 76195

Messages created via the Help Center form will now display and notify CCs correctly (SC
.(74369

.(We have fixed the issue where duplicate select fields were displayed (SC 76821

We've fixed the issue where merged ticket links weren't redirecting to the merged ticket
.((SC 76688

.(An organization ticket list will now update when users are added or removed (SC 69844

We have fixed the structure of ticket history logs to correspond with UI designs (SC
.(68070

We've fixed the error that was causing search to not work properly when a ticket or ticket
.(message no longer exists (SC 77524

.(We've fixed the issue where the URL field didn't recognize network URLs (SC 75975

.(Rendering of custom date and time fields in email templates has been fixed (SC 77654

We have fixed the issue where Snippets were not loading when a related language did not
.(exist (SC 77641

We have fixed the ticket search field in the user profile so it will return results and not ⬜ .(show an error (SC 77274

.(We've fixed the SAML form in the admin interface so it can now be saved (SC 77757 ⬜

The issue where webhook notifications weren't being sent correctly has been fixed (SC ⬜ .(77629

We've fixed an issue where the wrong date was displaying for Ticket SLA holidays (SC ⬜ .(77742

We have fixed ElasticSearch to always use an alias name instead of an index name (SC ⬜ .(77829

.(We've fixed a bug that was causing search to stop working on server error (SC 77733 ⬜

.(We have fixed an API call issue related to custom fields (SC 77876 ⬜

We have removed organization and user permission checks on New Tickets, as these ⬜ .(should be implicit when an admin adds these fields for use (SC 77802

We have added a filter to remove snippets without translations in the agent interface (SC ⬜ .(77874

If an approval gets actioned more than once by the same user it will not cause an error ⬜ .((SC 77895

We have fixed the bug where using Lists to generate tickets that aren't 'Unassigned' was ⬜ .(bringing up invalid results (SC 76830

We've fixed department permission checks on new ticket forms, so agents will not be able ⬜ to create a ticket in the department if they do not have the necessary permissions (SC .(78024

We have removed the unexpected queue which was appearing in the chat widget (SC ⬜ .(78073

.(We've fixed the URL on ticket triggers from ticket logs (SC 77388 ⬜

We've fixed a bug with radio button custom fields where there was a delay between ⬜ .(selecting a value and the UI updating (SC 76608

We've fixed some performance issues regarding loading custom fields, tickets, and the ⬜ .(user and organization profile (SC 76946

.(We have fixed permission checks surrounding ticket creation (SC 75308 ⬜

Fixed a rare case where a ticket queue errors when a real-time update occurs before it ⬜ .(has a chance to fully load (SC 77886

.(We've fixed an issue to ensure that labels always get filtered as an array (SC 77947 ⬜

.(We have fixed an issue with database indexes to improve query performance (SC 78053 ⬜

We fixed an issue where new department triggers get executed in email mode (SC
.(78412

We have fixed the issue where Admins couldn't edit a Queue Set from the Queues table
.((SC 76079

We have fixed the issue where number lists in Help Center content were restarting (SC
.(66105

.(We have fixed the bug that affected spacing and styling in the ticket task app (SC 72002

The tab history dropdown will show overflowing email addresses using an ellipsis, so the
.(display is not affected (SC 78301

We've improved the phone number search in the Voice app to be less sensitive to
.(formatting (SC 76847

You will now see the file name of attachments in the ticket history and not file type (SC
.(77813

On-Premise Controller Release 2.0.22
We are also announcing the release of version 2.0.22 of the On-Premise Controller, which
.includes some new features and API improvements

New features in this release
We have added functionality to enable SSH to the OPC host from the OPC WebGUI (SC
.(73716

We've added the ability to configure read-only database replicas for instances via the OPC
.(WebGUI (SC 77169

The improvements that have been made
We've added an API endpoint to enable importing an instance from the Windows installer
.((SC 68987

.(We've added an API endpoint to list instances in the OPC (SC 73252