Deskpro Horizon Release 2022.28.0

Deskpro Releases - تعليقات (٠) - James Godwin - 2022-07-12

We’re happy to announce the latest release of Deskpro Horizon, version 2022.28.0. This version includes new features, several bug fixes, product improvements, and feature updates.

Features included in this release

 We have released version 1.0.14 of our Trello app. This version will allow you to edit Trello cards and manage checklists from the Trello app in the Deskpro agent interface (SC 77726).

 We have released version 1.0.0 of our Salesforce app. Our Salesforce app will allow you to view the details of Salesforce Contacts and Leads associated with users in Deskpro. Plus, you can view the details of Salesforce Accounts associated with Deskpro Organizations (SC 75661).

Improvements we’ve made

 We’ve added a validation error message to the password reset form to notify you when the passwords don't match (SC 79147).

 We have improved the clarity of the description for deleting and/or banning users; to ensure the consequences of the action are clear (SC 76365).

 The styling of the User & Organization profiles has been enhanced (SC 78879).

 The layout of Card View has been improved for Help Center content, and it will now support Mass Actions (SC 78067).

 We’ve improved the behavior of the title field for Help Center content (Articles, Posts, Files, Pages & Topics). It is no longer possible to accidentally delete a title (SC 78828).

 We’ve improved the behavior of multi-select custom fields, they will now save when the dropdown is closed; this stops the input from flickering (SC 77331).

 We’ve improved the design of the Failed Email Account component on the Admin Dashboard (SC 76566).

Bugs that we have fixed

 We’ve fixed the Twitter messaging channels for cloud customers (SC 79550).

 We’ve fixed the issue where translated messages weren’t loading (SC 79461).

 We have fixed the issue with reports that use the "day of the month" variable (SC 77994).

 We have fixed the Help Center search in the agent interface (for Articles, Posts, and Files). It will now return partial matches to make it easier to find the article you are looking for (SC 79090).

 We’ve fixed the UX issue that occurred when defining the criteria of a Ticket Queue (SC 78704).

 We fixed the behavior of Ticket attachments. Now, when you click on an attachment for an image or PDF it will display in a new tab (SC 78291).

 The email templates that were missing names have been fixed. Now, the phrase translation ID won’t show in the template menu (SC 79189).

 The access to V1 API has been restored for existing keys only (SC 79165).

 We’ve fixed the scroll bar in the Navigation Panel, it will now be enabled and disabled dynamically as the contents of the panel change (SC 78738).

- We’ve fixed the problem where "pending" ticket statuses were showing on the Help Center to users (SC 79053).
- We have fixed the date ranges in the Tickets list in API v2 (SC 77876).
- We've made it impossible to lose the voice reply box while a call is in progress on the ticket (SC 77619).
- We have fixed the grouping options for sub-status queues; you can now group a queue in the Navigation Panel by sub-status, i.e., group the “Pending” queue by your “Pending” sub-statuses (SC 78945).
- We’ve fixed the date range validator in custom date fields. Now, the "Date" and "Date & Time" custom fields work will when the Valid Dates duration is before and after the ticket creation date (SC 75539).
- We have fixed the validation error that stopped admins from editing a voice queue (SC 78804).
- We have fixed an issue that occurred when inserting a Snippet into a draft message. It will no longer insert an empty line above snippet text (SC 75998).
- We have fixed the “Add Agent” to the license modal; the billing URL won’t render until it is ready to be displayed which will avoid the URL token will no longer expiring before you can add an agent (SC 77414).
- We’ve fixed z-indexing issues that caused dropdown menus to open behind modals (SC 78801).
- We’ve fixed the count in Ticket Queues; they will now update automatically as tickets enter and exit the queue ((SC 77150).
- We’ve fixed the Ticket Departments table in admin; you can now drag and drop the rows to define the display (order of departments (SC 77755
- We have fixed the Messenger error that occurred when sending ticket information (SC 77975).
- Fixed drag and drop for setting the display order of options in the menu of ‘Select’ custom fields. Now it supports reordering children (options) in the custom select field (SC 72416).
- We fixed the issue with SSO login buttons not displaying without a label. The login screen will no longer display when there isn’t a defined label (SC 76778).
- We’ve fixed Messenger Search; it will now search on Key Words associated with Articles (SC 74995).

On-Premise Controller Release 2.0.23

We are also announcing the release of the latest version of the OPC, version 2.0.23. This version includes several improvements to the OPC that bring additional administrator capabilities.

Improvements that have been made

- Allow the capture of telemetry data to be disabled by the administrator (SC 75042).
- We have added the ability to retrieve the license code via the license key from Deskpro servers (SC 78716).
- We’ve added the ability to retrieve a backup archive of an instance to import via a URL (SC 78743).
- We’ve updated the problem check to check for instance cron issues, instance container status, and absolute disk space on the OPC (SC 76149).