Deskpro Horizon Release 2022.31.1

Release Announcements - (٠) تعليقات - James Godwin - 2022-08-03

We're pleased to announce the release of Deskpro Horizon, version 2022.31.1. This release includes several new features that our team has been developing, general improvements to the product functionality and interface, and a number of bug fixes.

New features in version 2022.31.1
- Salesforce app v1.0.3 released, admins can now customize which fields are displayed per S-object displayed in the app (SC 75680).

- GitHub app v1.0.7 released, you can now create GitHub Issues using the app within Deskpro (SC 78686).

Improvements we've made
- We've added a "Requires Review" filter, Articles that are past their review date will automatically show in this filter (SC 80667).

- We've improved the keyboard shortcuts for navigating the agent interface (SC 80736).

- We've improved the Ticket List feature, you can now filter tickets by subject using syntax `ticket.subject HAS anywhere(example)` to find any ticket where the subject contains "example". Or use `ticket.subject NOT HAS anywhere(example)` to do the inverse (SC 74476).

- We've optimized the loading of Article translation to improve the agent experience (SC 80191).

- We've restored snippet usage counts for recently upgraded customers (SC 77942).

- We've improved the To & CCs bars in the reply box to clearly show who will receive the message you are sending (SC 79350).

- We've improved the "Agent" & "Team" menus in the reply box footer, they will no longer jump around as you search (SC 73653).

- We've improved email inputs across the agent interface to automatically trim off blank spaces (SC 76836).

- We've improved mobile styling in Safari (SC 73951).

We've improved the wording used in Reports to explain how to add a stat to a folder (SC ⬜
.(80348

.(We've restored Share Widget functionality on the Help Center (SC 77846 ⬜

We've improved how user messages are displayed on tickets, the user's email address ⬜
.(now shows if available (SC 80918

We've improved notifications, now opening a ticket dismisses notifications for that ticket ⬜
.((SC 78851

We've improved notifications, which now update in real-time & are added to the list in the ⬜
.(notification global app (SC 78851

We've improved the linked ticket feature, now when you are creating a new linked ticket ⬜
.(the ticket field values are pre-filled in the form (SC 79516

We've improved Ticket Queues, now when navigating back & forth between tickets & the ⬜
.(same query. You will be returned to the same page in the Queue (SC 78103

We've improved the interface of the Tickets Lists feature by adding more filter options to ⬜
.(the query builder (SC 80256

Bugs we've fixed
We've fixed the issue of sorting Community Topics by their status. Topics will now be ⬜
.(sorted in this order "Pending", "Active", and then "Closed" (SC 79455

We've fixed banning a user, banned users will no longer be able to submit emails (SC ⬜
.(80093

.(We've fixed API logging, admins can now enable the feature (SC 80402 ⬜

We've fixed the issue with processing base64 encoded inline images in ticket messages ⬜
.((SC 80763

We've stopped search from returning ticket results if the agent does not have permission ⬜
.(to view them (SC 80770

.(We've fixed the search tickets action in API v1 (SC 81055 ⬜

.(We've fixed custom field terms in the tickets API (SC 81501 ⬜

We've fixed the issue where the default value of a custom text field was not displayed in ⬜
.(Admin when set to "0" (SC 80021

We've fixed the issue where lightly tapping on the trackpad was not registered when ⬜
.(navigating the agent interface (SC 80587

.(We've fixed the "remember me" feature for agents logged into the agent UI (SC 76537 ⬜

We've fixed attachments in ticket history, click on an attachment in the history will now ⬜

.(load the attachment (SC 80401

We've removed the excess padding a the begging of the message thread on a ticket (SC
.(81239

We've fixed the issue with some tickets not loading due to indexing into an array with
.(unknown length (SC 81208

We've fixed the issue where admins could not edit the properties of built-in escalations
.((SC 79853

We've fixed the radio button field, and the `None` option will now appear to agents when
.(enabled (SC 76845

We've stopped agents from circumventing being required on resolution ticket field
.(validation by resolving a ticket when adding a note (SC 79170

On-Premise Controller (OPC) Release 2.0.28
We are also delighted to announce the latest version of the OPC, version 2.0.28. This
.version includes a new feature and some general improvements

A new feature we've added
Added the ability to stop and start the instance containers and tasks from the WebGUI (SC
.(73587

Improvements we've made
Move the button to update the version cache to appear in the same location as the
.("Update Version Button" if the instance is already on the latest version (SC 73732

Create a file lock when updating the OPC to make it easier to see if an update is in
progress. Also automatically cache the latest version of the OPC and Deskpro containers
.(when a user logs in and on a nightly cron (SC 73370

Bugs we've fixed
.(Loop over all URLs to use in the instance API if the first one is unreachable (SC 81606