Deskpro Horizon Release 2022.36.1

Deskpro Releases - تعليقات (٠) - Lara Proud - 2022-09-06

We're delighted to announce the latest release of Deskpro Horizon, version 2022.36.1. This release includes some exciting new features, improvements to the interface and functionality, and a number of bug fixes.

Our new features

- We have implemented a quick copy function, so Agents can now quickly copy the data from fields on Tickets, and User and Organization Profiles (SC 79320).
- We have upgraded our Shortcut app to support their custom field functionality, and you will be able to select different options from within Deskpro (SC 81135).
- You can now view the full Email Message Source for tickets (SC 76820).
- You can add Snippets and Attachments to Follow Up reply actions (SC 72879)

Improvements included in this upgrade

- We have improved the design of how Comments are displayed and updated the UI of the Comment response box in the Agent interface for Publish and Community (SC 70501).
- We've enhanced the performance of searching for Help Center content in the Agent interface to ensure you can search globally for Knowledgebase Articles, News Posts, and Files against their ID and title (SC 81090).
- We have improved the behavior of Bulk Adding Agents via CSV file upload. We have optimized how the helpdesk communicates with your licensing information to ensure the Agents are added correctly (SC 78394).
- We have made several UI refinements to our Email Templates. We have added tooltips for titles that overflow and improved the behavior of previews (SC 81049).
- We added actions to Parent options for custom fields when you hover over them to make it easier for you to edit or delete them (SC 81142).
- You can now use Triggers to set or update field values on a User's record (SC 84098).
- We have improved the headings in Guides to ensure styling and anchoring are supported (SC 83542).

Bugs that have been fixed

- The count for Department Triggers has been updated, so it will now include any Child Triggers in its count (SC 85110).
- We have fixed the issue where inline images in email notifications were delivering blurry (SC 79378).
- You can now disable Ticket Escalations using the toggle, both singularly and using a mass action, in the Admin interface (SC 85270).
- We have fixed a timezone issue that was causing the Latest News pop up to display when the app was closed (SC 85559)).
- The correct phrase translation drawer will open for Help Center Ticket Search when clicked on (SC 83996).
- We fixed an issue where Triggers with urgency as one of the criteria couldn't be edited in the Admin trigger drawer (SC 83788).
- The drag and drop option will not display on tables that are sorted in the Admin interface when grouping is applied, except for when grouping is 'Display Order' (SC 65553).

- We have fixed the behavior of Ticket IDs for merged tickets in the Ticket History tab (SC 83021).
- The ‘Copy Triggers’ dropdown button will now display correctly, rather than showing the phrase ID (SC 84287).
- We have fixed an issue where Snippets wouldn't be inserted into the Agent Note reply box but would default to Email reply (SC 81090).
- We have fixed an issue where the wrong tab would open in the drawer when editing a Departmental ‘Ticket Update Trigger’ (SC 77377).
- We have fixed the issue where adding a ‘Friendly Name’ field for authenticators wouldn’t display as the name when auto-synced (SC 73181).
- The issue where Community Statuses would only group by active or closed status has been fixed (SC 83308).
- We have fixed the issue where an error would occur when sorting tickets by archived value if no tickets had been archived (SC 84918).
- We have also fixed an error where an internal error would occur when sorting tickets by language (SC 84916).
- We fixed the issue that blocked you from creating a new User if there was a label on the profile (SC 84690).
- Fixed an issue that affected ticket history loading when a ‘Merge’ action had occurred (SC 80669).
- Grouping ticket queues by different custom fields will no longer cause an error (SC 85368).
- We have fixed an issue where Ticket history wouldn’t load when linked to a deleted community topic (SC 84109).
- Link previews in the reply box will no longer appear behind the buttons (SC 61186).
- We have fixed a number of issues that impacted custom fields for Macros and Triggers (SC 84098).
- We fixed an issue where translated statuses were not generating correctly for print or PDF download (SC 83226).

On-Premise Controller Release 2.0.34

We are also pleased to announce a new feature we’ve developed for the newest version of the OPC.

The new feature we’ve created

- You can enable scheduled daily backups for your instances (SC 85355).