Deskpro Horizon Release 2022.41

Release Announcements - (٠) تعليقات - Lara Proud - 2022-10-11

We are pleased to announce the release of version 2022.41 of Deskpro Horizon. This release includes new functionality, which increases the level of flexibility in our interface, several other improvements, and bug fixes that will help to improve your experience in the helpdesk.

Our latest features

⬜ We have increased the flexibility of the interface by making the width of the ticket [message and global apps adjustable width](#) (SC 88805).

⬜ You can now get instant context with our new ticket preview feature when you hover over [a ticket in the interface](#) (SC 89042)

⬜ We have launched our new Scratchpad App, which provides a useful private note-taking [feature inside the Deskpro interface](#) (SC 88865).

⬜ We have added sorting options to the CRM table that enable you to sort Users and Organizations by relevant fields (SC 77468).

Improvements we've made

⬜ We have improved how Email quotes are detected and displayed to make it easier to identify the most recent messages in the thread (SC 76172).

⬜ We have translated Country names and improved the build of the phone number input window in the Agent interface (SC 84697).

⬜ Twilio SMS actions will now show in the ticket log, so you can see which number a trigger has sent the SMS to (SC 86692).

⬜ We have improved how Callback URLs work for migrating SAML user sources from Deskpro v5, improving the authentication experience for migrated helpdesk (SC 86530).

⬜ You can now search for content on the Help Center Search using its title or ID number (SC 87426).

Bug fixes

We have fixed the issue where the refresh icon was not rendering when accessing a
.(Reports Dashboard via a public link (SC 81019

Fixed a bug where the Bubble Report widget caused an error when being added to a
.(Dashboard (SC 77136

We fixed an issue where date field validation issues were causing errors when trying to
.(create a new ticket from the Agent interface (SC 89299

We fixed an issue where Thai characters in reports were not displaying correctly in CSV
.(files when opened in Excel (SC 87747

We have fixed the issue where Users' names were missing from Live Chat if the User
.(didn't supply an email in the pre-chat form (SC 86757

We fixed an issue where Guide Pages weren't respecting Markdown line breaks (SC
.(86450

We fixed an issue where auto-grouping in report tables was not occurring correctly after
.(page 1 (SC 81953

Fixed the issue where ticket forms with a 'None' option on a select field caused errors
.(when Agents tried to send a response (SC 88954

We fixed the issue where Firefox users couldn't upload attachments via the file attach
.(button on the Messenger Widget (SC 87564

Fixed an issue where previews of News Posts on the Help Center homepage were not
.(displaying (SC 87453

We have fixed the bug where some language flags weren't displaying in Table View (SC
.(85848

Now, Ticket Stars will show the correct number of tickets in the Navigation Panel (SC
.(86991

We fixed an issue that affected the display of conditional blocks in email template
.(previews (SC 87337

We have improved how we handle email account validation if someone tries to log in
.(using a user source email (SC 77971

We have now resolved issues loading Facebook Messenger History so it will be visible in
.(the Ticket History tab (SC 86881

Fixed the issue where Users could not remove CCs from a ticket from the Help Center (SC
.(85340

We fixed an issue with the Messenger Widget's embed code so that it handles a second
.(brand's URL slug correctly (SC 55357

We have fixed the bug that affected the ability to add or edit US phone numbers in the
.(CRM (SC 88967

Patch Release 2022.41.1
.We have optimized the migration process to reduce downtime

Patch Release 2022.41.2
We have fixed an issue that impacted On-Premise instances that are not publically
.(available, where OAuth was failing to fetch and send emails (SC 90172

On-Premise Controller Release 2.0.40
We are also delighted to announce the latest release of the On-Premise Controller. This
includes several improvements and bug fixes to improve the OPC's functionality and
.experience managing your On-Premise builds

Improvements to the OPC
Add an option to import an instance in 'test' mode to disable background tasks, outgoing
.(mail, email accounts, etc (SC 87436

Set the OPC address during the first login to secure access when the OPC is installed (SC
.(89139

.(Include release information in telemetry (SC 88966

Bug fixes
Check payload exists before rendering the database process information table (SC
.(89666

.(Remove redundant flags when deleting an Elasticsearch index (SC 89358

.(Update instance log and directory permissions (SC 89706

.(Improve license check validity when creating a remote-support session (SC 88939