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Deskpro Horizon Release 2022.45

Deskpro Releases - تعليقات (.) - Lara Proud - 2022-11-08

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

New Features

[\(You can now download a list of tickets as a CSV file\)](#) (SC 90873) □

[When you open a ticket, the message will scroll to the top of the most recent message to give you a smoother experience](#) (SC 90979) □

(We have added an RSS feed per Forum in Community Topics (SC 92039) □

(We have updated our HubSpot and Pipedrive apps (SC 92462) □

The update to the [HubSpot](#) app (v1.06) has added the ability to create, view, and edit deals. Plus, create •
and view notes, view activities, and edit contacts

The update to the [Pipedrive](#) app (v1.02) has added the ability to create, view, and edit deals. •
Additionally, you can create activities and edit contacts

Latest Improvements

We have switched our custom field select lists to use a new drill-down component that displays hierarchical □
(values more clearly (SC 84688

We have made several updates to the behavior and UI of the new ticket table to improve your experience when □
(navigating tickets (SC 91393

(We have restored the ability to insert PDFs in Knowledgebase Articles (SC 90165) □

(Changed the default sort for the global app to last updated (SC 81617) □

We have added tracking to User logs for phone numbers and contact data to ensure the correct person is □
(associated with the right information (SC 74981

We have removed the **Resume Session** option when logging into the interface. Now, your previous session □
(gets remembered, i.e., if you had tabs open, these will be restored when you log back in (SC 90274

We have improved the behavior of tickets in a queue, so the number of tickets on the page will stay up to date □
(with the page limit (SC 92100

We have restored the ability to copy Access Permission when creating new Agents, Triggers, and Permission □
(Groups (SC 91691

(We have improved the responsiveness of the Help Center editor when creating new content (SC 87738) □

Bug Fixes

Fixed an issue where checkbox ticket fields displayed with dashes when they switched from multi-select type □

.(SC 88941

We fixed an issue affecting re-ordering select fields with drag and drop if the field has multi-level options (SC 82362

We fixed the email notifications for article updates that were previously not sent to those who subscribed to (the entire Knowledgebase or the category (SC 55173

We fixed an issue where Agent Hours were displaying incorrectly, showing much longer hours than was (possible (SC 90313

We fixed an issue where ticket triggers were not running because they didn't check for custom fields (SC 86584

We have added parameters to ensure the different ticket list types are searching against the correct table and (will produce results (SC 91470

We have fixed an issue with the custom checkbox and radio buttons, where an erroneous 'Something has gone (wrong' message would display when edited (SC 90277

We have improved the behavior of detecting duplicate messages to ensure they get distinguished by type and (source (SC 91563

.(We have replaced hardcoded domains with actual values when email accounts have been edited (SC 91361

We restored the ability to reset your password via the **Forgot password?** link on the agent login page (SC 91755

We have fixed the issue where removing and adding more than one user to an organization requires a page (refresh (SC 88327

We have added the missing emailed property for the outbound ticket log and fixed the ID link for non-admins (SC 86388

Fixed the issue where the wrong dropdown for Users or Organizations would display for Trigger rules (SC 86462

.(We have stopped the 'Ticket Open' timer from increasing once a ticket is marked as resolved (SC 90053

We fixed an issue where characters with accents stopped agents from being able to access some files (SC 84794

.(We have fixed an issue with Facebook message formatting (SC 87344

.(We fixed the 'Group by User' option for ticket queues (SC 87604

.(We fixed the issue where using the vote button on a Community Topic would return an error (SC 92024

We have fixed an issue where the default email settings between v5 and v6 caused email notifications to (display in a message (SC 83651

We fixed the link to the Knowledgebase Article about agent access from the custom dashboard window (SC 83177

.(We fixed the date format on the disabled User banner (SC 87177

Patch Release 2022.45.1

.(We fixed the issue that impacted the processing of inline images on tickets after a period of time (SC 92424

.(PHP 8.1 post-production deployment fixes (SC 92755

.(We fixed an issue where the content in Guides wasn't displaying correctly following an image (SC 92567

.(Fixed an issue where direct links to tickets were being disrupted by the restore session feature (SC 92599

Fixed the issue where the "Add new guide" button resulted in an unexpected error on the Agent interface (SC 92672

.(Fixed the issue in the Deskpro Horizon app where the profile panel would disappear (SC 92487 □

Fixed an issue where you couldn't create an article or news post from a template without editing the title (SC □
.(92483

Patch Release 2022.45.2

Fixed an issue where Agents weren't being prompted to reload the browser after a change was made (SC □
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