# Deskpro Horizon Release 2023.17

[Deskpro Releases](#) - (٠) تعليقات - Lara Proud - 2023-04-25

We're pleased to announce the release of Deskpro Horizon, version 2023.17. This release includes several new features, including an update to the Ticket Preview UI and two new apps. Check out the rest of the changelog to get an idea of what our team has been developing over the last week, from general improvements to product functionality to bug fixes.

# New Features

## A new update to our Ticket Preview menu 🎫

[We've made a major update to the Ticket Preview feature](#), so when you hover over the Ticket subject, you can take actions from the menu without even opening the ticket (SC 89755).
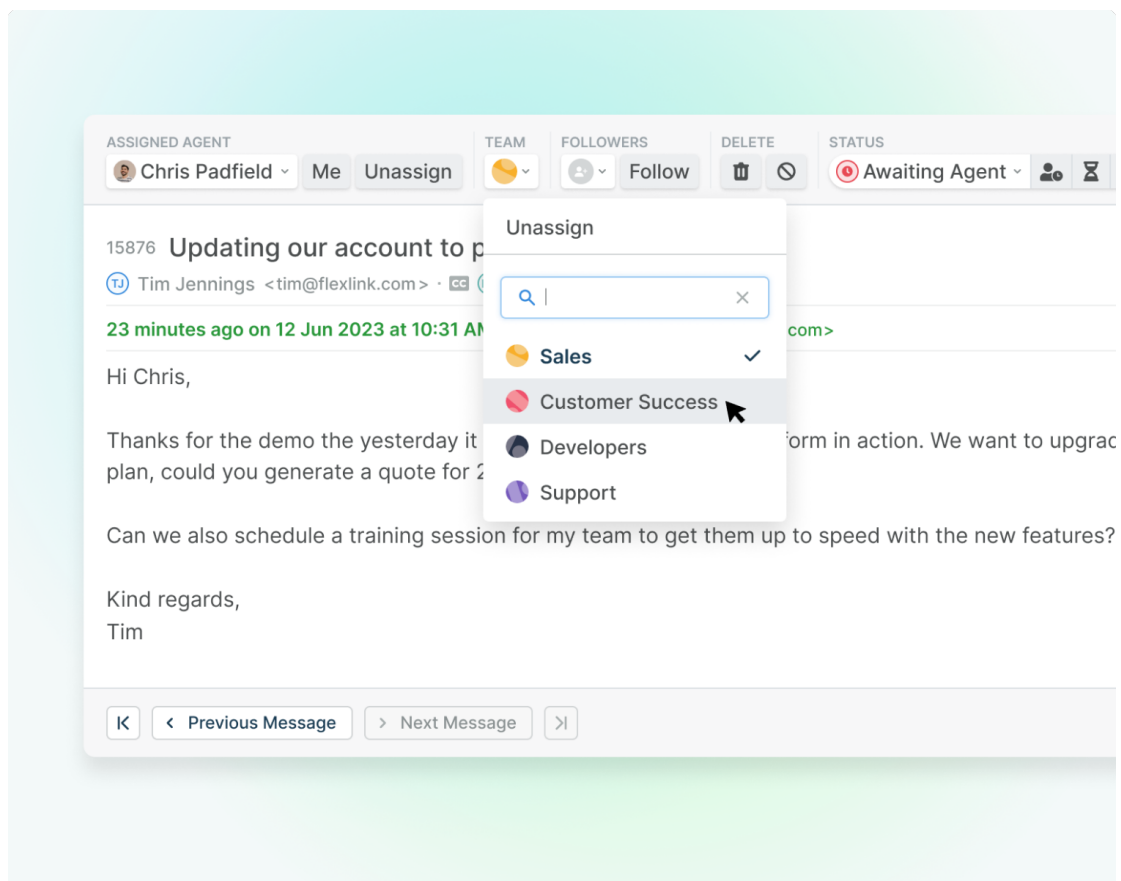


This latest UI update will make managing tickets in the helpdesk even more efficient, saving you time as you resolve issues throughout the day.

## Introducing the Zoom App for Deskpro 🎥

[The new Zoom app for Deskpro allows helpdesk Agents to create and share Zoom meetings without leaving Deskpro](#) (SC 105553). It streamlines the communication process and improves collaboration between your Agents and customers.
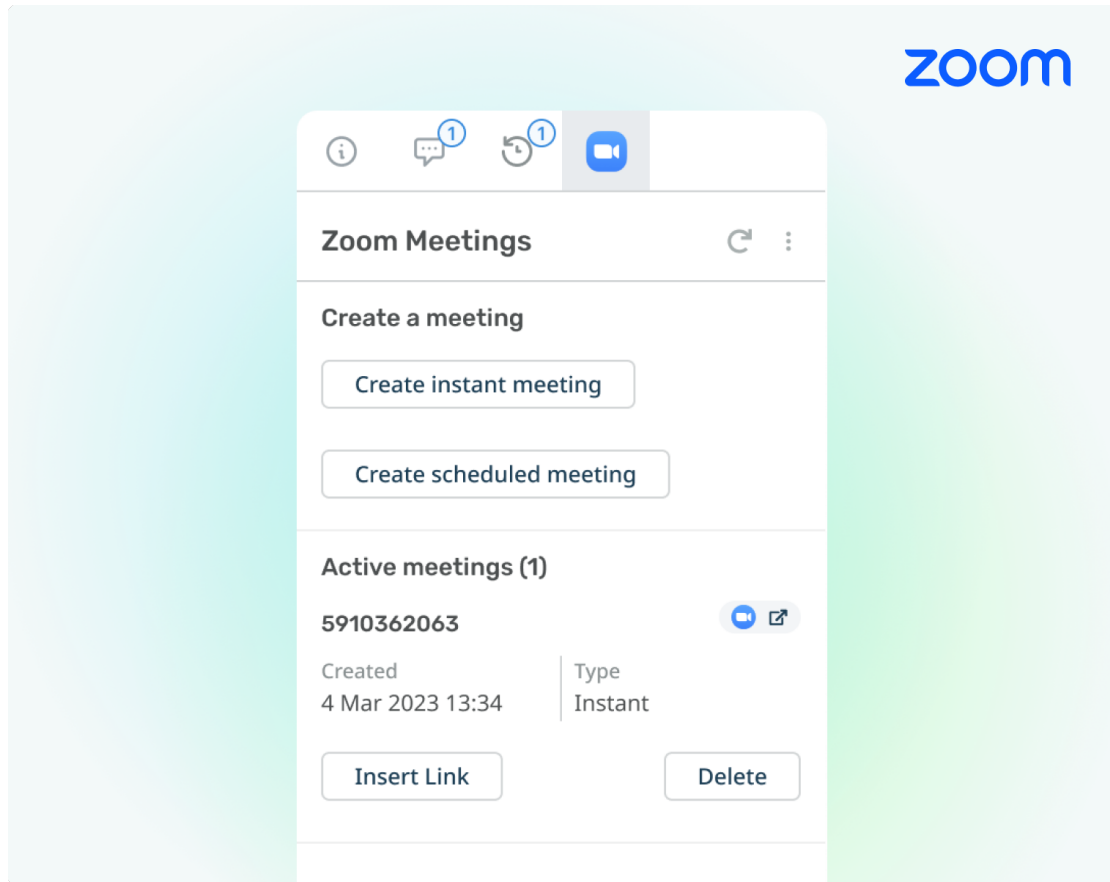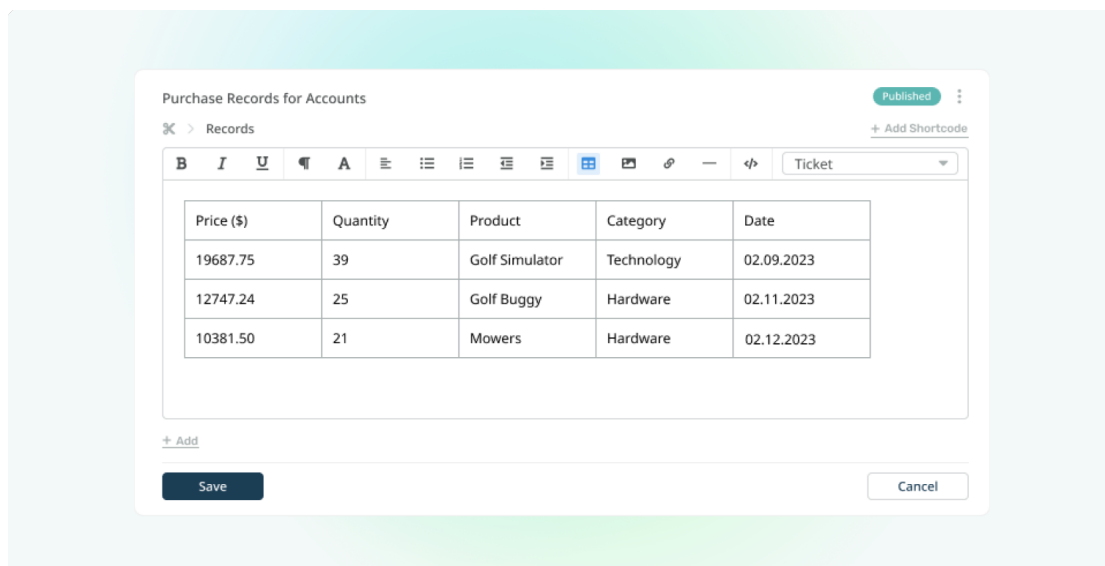
## Integrate your Nutshell with your helpdesk 🎯

[Stay on top of your customers with our Nutshell app](#) (SC ). You can now access your Nutshell CRM directly from the helpdesk and keep up with your open deals.
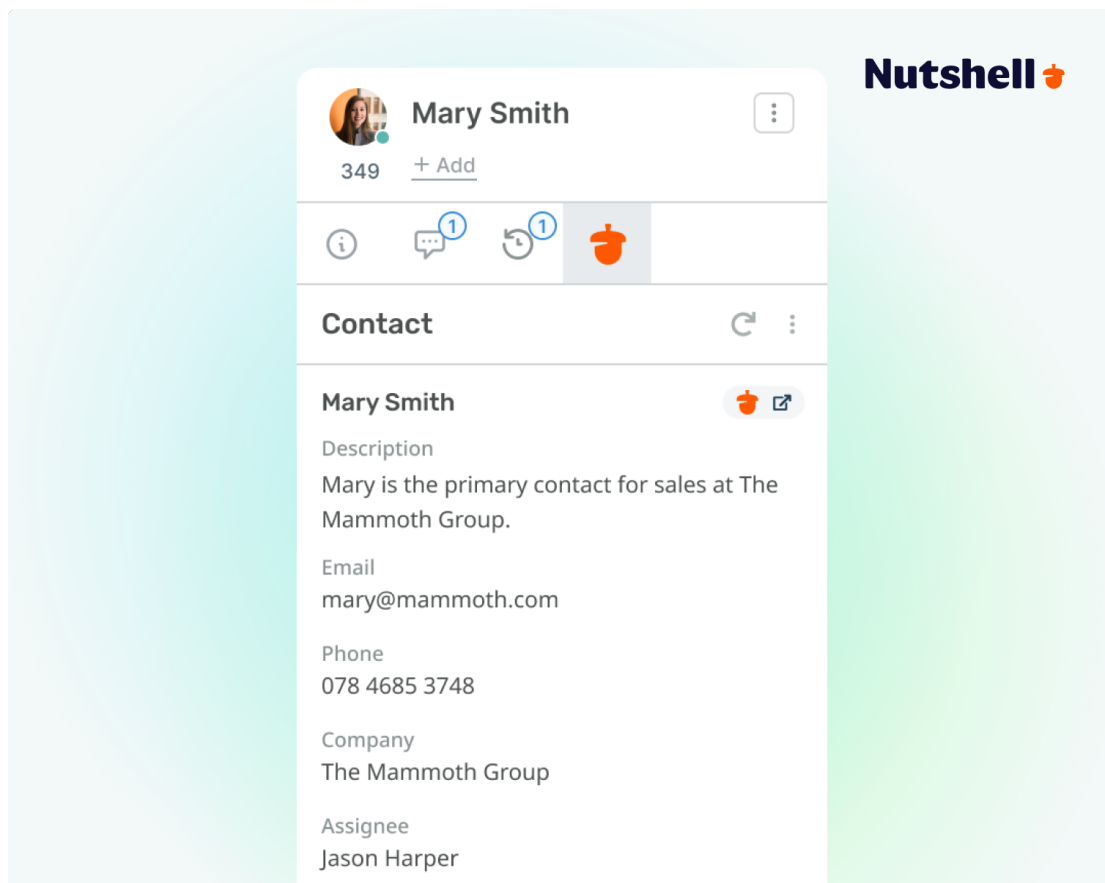
.(We've made tables available in Snippets (SC 102894



The addition of tables lets you format tables to be used in your Snippets so Agents can quickly share the
.information time and time again

We added the **Follower** variable to Email Templates which will display to the end-user which Agents are 
.(followers on a ticket (SC 105896

# Bug Fixes

□ We fixed an issue where the **Modify Tickets** permission wasn't matching Agents' usergroup permissions if you viewed an individual Agent's permissions. These will now be applied consistently throughout permission menus (SC 93140).

□ Fixed an issue where you couldn't re-order Departments. Now, the order of Ticket Departments on the Ticket dropdown menu will match the order they appear in the Admin interface (SC 106564).

□ We fixed the issue with Organization's **Associated Domains**, where new Users wouldn't be added to an Organization even when their ticket was associated with it (SC 99611).

□ We've added a fallback title for items in the helpdesk that don't have names because the Tab History window displayed unnamed objects inconsistently (SC 106513).

□ We restored the behavior where an Agent can be added as a Follower on a Ticket if they are the Ticket Owner (SC 95217).

□ Fixed where the **x** wasn't appearing for installed apps on the reply box quick actions (SC 82887).

□ We fixed an issue where adding a reply to a GitHub issue would apply an Agent's signature on GitHub (SC 97473).

□ Fixed an issue where you couldn't add multiple users to an Organization without refreshing (SC 89089).

□ We fixed several issues with Community Lists (SC 103697):

- We restored the ability to sort a list by ID.

- When a topic is sorted by status if a sub status isn't applied, the topics will still appear in the list.

□ Fixed an issue where Agents couldn't create new labels on a Ticket unless they had administrative permissions (SC 96255).

□ We fixed an issue where Splash Images were not displaying when looking at the Splash Image Browser for Guide Covers (SC 101871).

□ We have fixed outbound Gmail SMTP & Office 365 Office emails. **Important:** you will need to re-authenticate any existing email accounts that are not working (SC 82359 & 102032).

# On-Premise Controller Release 2.4.3

We are also delighted to announce the latest release On-Premise Controller version 2.4.3. This version includes new improvements that will provide an increased level of administrator capabilities and bug fixes.

# Latest Improvements

□ Include the last N job reports (default: 10) in the OPC diagnostic report (SC 107811).

□ Report failures of installation script via telemetry (SC 104265).

□ Add trace id to OPC CLI logs to allow for logical grouping of log lines (SC 108368).

# Bug Fixes

□ Parse legacy license types properly (SC 104337).

(Load instance license and agent details asynchronously on the instance information page in OPC (SC 108283).

(Change systemd dependency on Nginx from OPC Web GUI to a soft dependency (SC 108285).