Deskpro Horizon Release 2023.2

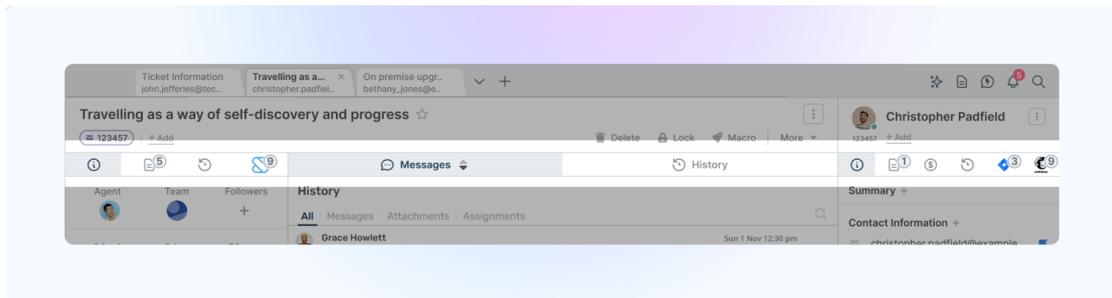[Deskpro Releases](#) - (٠) تعليقات - Lara Proud - 2023-01-10

We are excited to announce Deskpro Horizon 2023.2. Today, we are launching a range of new and upgraded features which will improve your ability to make your helpdesk your own. For the full details of our exciting new features and a host of bug fixes, check out our following updates:

New Features

Some of the new features we have developed that will enhance the functionality of your helpdesk:

⬛ You can now toggle the display order for ticket messages in the thread

[We have redesigned the UI of tabs in the Ticketing and Help Center interfaces](#) (SC 97043 & 90605). The primary function of this redesign is to add the ability to sort the display order of ticket messages. You will now be able to change whether you want your ticket threads to display the most recent or the oldest messages at the bottom.

This change is to simplify navigating the UI for agents moving between ticket messages and history or the content editor and comments.

⬛ We have upgraded several Deskpro Apps to bring new features and improvements (SC 97831). These updates include:

- [GitLab](#): We added support for self-hosted instances, and the ability to edit issues and add comments.

- [GitHub](#): We have made general improvements to the app to improve its performance.

- [HubSpot](#): You can now upload files when creating notes in the app.

- [Jira](#): We have improved the validation behavior during app setup to make the process clearer, so any steps that are mandatory are brought to your attention.

- [DevOps](#): We have added a carousel in the Admin interface for the app.

- [Salesforce](#): Users can now create activities, except for email tasks.

Bug Fixes

Fixed an issue where the copy icon on a User's profile would disappear before it could be clicked. Now, the copy icon will hover open to enable Agents to select it and copy the details (SC 97023).

Fixed how a single Chat message without spaces could overflow the Chatbox during a Live Chat. The message will now wrap onto the next line if it extends the box's maximum width (SC 93840).

We removed deprecated Google Analytics tracking codes so that the Tracking ID description will request the latest tracking code format that meets the GA requirements (SC 92762).

We fixed a spacing issue in the Agent IM reply box, so when you add an attachment the size of the message box will remain consistent (SC 78826).

Fixed the Agent count issue on the Admin dashboard. It will display the correct number of Agents (SC 97066).

We removed the option to delete Community statuses in the **Add New Forum** drawer. Now, a checklist will display that you can select from (SC 96188).

We fixed the sorting filter for tickets on User Profiles. The icon now lets you easily change the ticket order direction (SC 79833).

Fixed an issue on Agent Team, and Chat and Voice Queues where a space couldn't be entered between an Agent's first and last name in the search bar (SC 94335).

Fixed the incorrect support links in the Admin interface (SC 95382).

Fixed an issue with the AuthUser custom field that stopped the Department Form drawer opening (SC 95028).

We fixed an issue impacting localized Snippets where translations were overwritten if the permissions of the Snippet were changed. Now translations will be maintained if the Snippet settings change (SC 93451).

We fixed how ticket notes **@ mention** suggestions load so you have the option to select any Agents in the helpdesk (SC 93574).

Agents can now add Time and Billing records regardless of their permissions (SC 92088).

Fixed an issue where Custom Email Aliases displayed as mandatory fields when creating a new Email Account (SC 98006).

Fixed an issue with Guides where the Create button was disabled when creating a new volume (SC 97996).

On-Premise Controller Release 2.0.50

We are delighted to share the latest version of the On-Premise Controller. This release includes improvements to the OPC's functionality and bug fixes to enhance the user experience.

Latest Improvements

Add option to include/exclude attachments from automated daily backups (SC 97709).

Show importing instances as pending in the navigation sidebar (SC 91417).

Retrieve full Deskpro license attributes in OPC (SC 97642).

Bug Fixes

Use cached images for creating versions if network issues prevent retrieving latest manifests (SC 97710).