Deskpro Horizon Release 2023.38

Deskpro Releases - (۰) تعليقات - Lara Proud - 2023-09-19

We're pleased to announce the release of Deskpro Horizon, version 2023.38. This release includes new features our team has been developing, general improvements to product functionality, and numerous bug fixes.

New Features

⬜ We've added the ability to associate Users with multiple Organizations. For users that are members of multiple organizations a primary organization is set. When filtering Ticket Lists by User's organization, the User's Primary Organization will be used (SC 121731).

⬜ You can now set a Ticket Organization based on the User's email address. By adding email addresses to an organization using the Associated Emails feature. Then create a New Ticket Trigger using the action "Set Organization" and select the "As organization associated with From address" (SC 121744 & SC 121877).

⬜ We've added the ability to move Agent Signatures within the reply box, you can now toggle it on and off and the signature will be inserted on your mouse cursor (SC 123282).

Latest Improvements

⬜ We have reduced the demand placed on larger databases which will improve performance when deleting tickets (SC 120045).

⬜ We have updated the Active Directory Auth and SSO test feature to ensure that passwords are not visible in the logs during tests (SC 97400).

⬜ We have updated the styling of the New Knowledgebase Category dropdown menu in the Agent interface to align it with the interface style (SC 82936).

⬜ You can now refine Ticket Search using the Department filter to construct more specific searches (SC 94772).

⬜ Your Grouping, Sorting, and Viewing Preferences will be remembered when you reload a Ticket List (SC 120221).

⬜ We have added the 'My Team' and 'My Teams' options to the Assigned Team field in the Ticket List builder (SC 121038).

⬜ We have updated the version of moment.js on the Help Center to ensure it does not get flagged on Security Vulnerability Scans (SC 126078).

Bug Fixes

⬜ Snippet categories will now appear in alphabetical order when searching the Snippet App (SC 97167).

⬜ Fixed an issue where Agents were unable to set a ticket as Resolved from the Reply Box despite having adequate permissions (SC 117960).

⬜ Fixed an issue where links to the Agent interface were not working when using Google Auth login (SC 102774).

‮.(Admins are now able to save changes made to the Agent Settings page (SC 121855 ‬

‮.(Fixed an issue where fonts and icons were not loading correctly in the Reports Interface (SC 125901 ‬

‮.(Fixed an issue with the custom apps API to ensure they can append content to the reply box (SC 124196 ‬

‮.(We have removed the erroneous advanced FQL builder from the Ticket Queues menu (SC 121059 ‬

‮Fixed an issue where the Clear Draft function would not remove any Ticket Attachments when creating a ‬
‮.(Linked Ticket with an Attachment (SC 120497 ‬

‮Stop the 'Jump to most recent' button from displaying when the most recent Agent IM message is visible (SC ‬
‮.(118351 ‬

‮.(We have fixed the issue stopping customers from adding new Facebook accounts (SC 126238 ‬

Patch Release 2023.38.1

‮.(We have fixed an issue where agents could not load user profiles via an organisation (SC 127062 ‬

‮.(We have fixed an issue that could potentially stop queues returning tickets (SC 127137 ‬

On-Premise Controller Release 2.9.2

‮We are also delighted to announce the latest version of the OPC 2.9.2, which has fixed some issues with the On-‬
‮.Premise Controller ‬

Bug Fixes

‮.(Fix validation of custom URLs for S3 compatible endpoints (SC 125623 ‬

‮.(Ensure all domains are converted to lowercase when adding (SC 126513 ‬