

Deskpro Horizon Release 2023.4

Release Announcements - (0) تعليقات - Lara Proud - 2023-01-24

We are delighted to announce Deskpro Horizon 2023.4. This release includes our new Facebook Channel, adding another social channel for a rounded omnichannel experience to your support. Alongside this, we made improvements to the product UI and fixed bugs to enhance your experience in the helpdesk. For more detail on all the exciting new changes we've been working on you can check out the full release notes

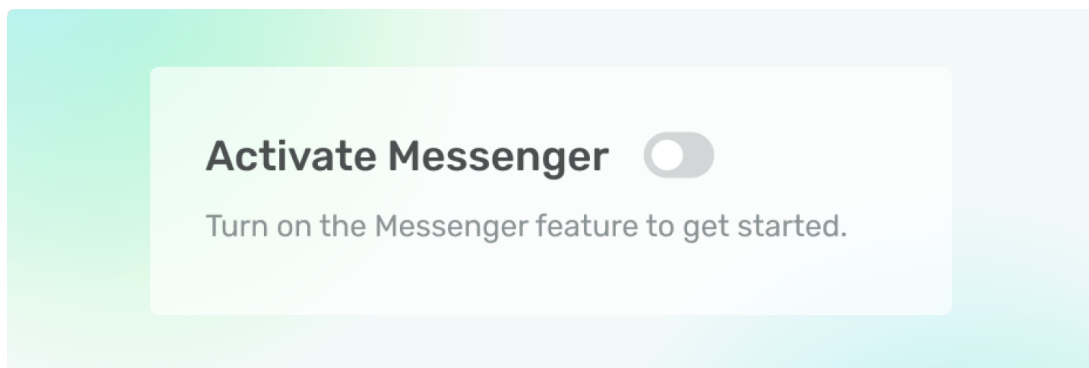
New Features

Here are all the latest features we have been working on. Including our new Social Channel .Facebook and improvements to our Apps

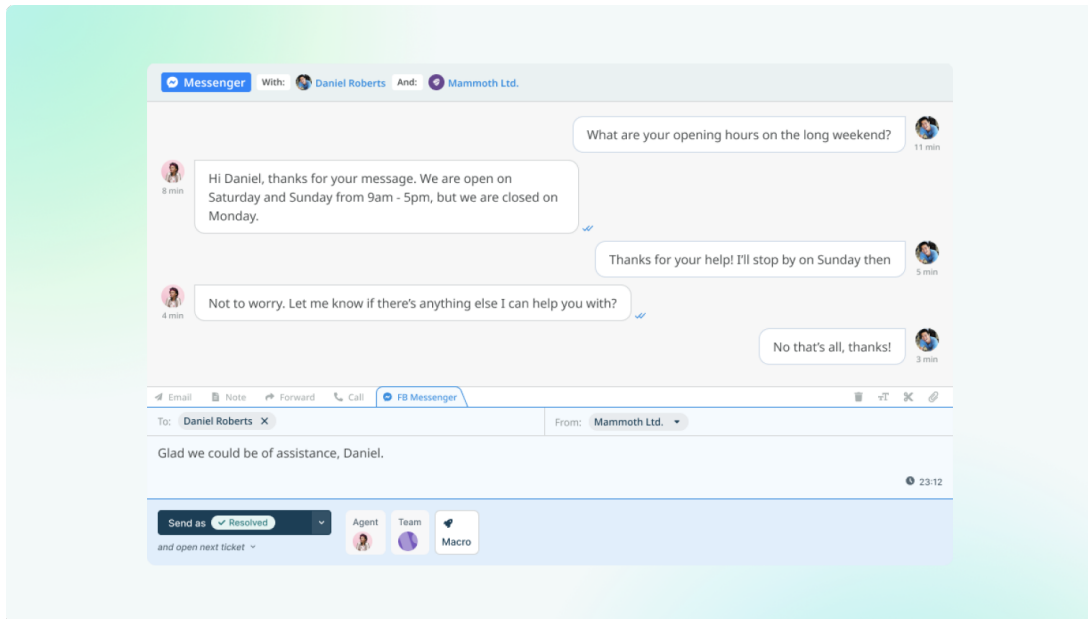
Integrate your Facebook Business Page with Deskpro

[You can now link your Facebook Business account to your helpdesk to manage Facebook Messenger direct messages](#) (SC 96349 & 98461). Receive Messenger queries as tickets directly into your helpdesk, and provide seamless omnichannel support from your Deskpro .interface

Once Messenger is enabled in the helpdesk by an Admin and linked to a Facebook page you .will be able to support your users' Facebook Messenger queries from inside Deskpro



Once a Facebook account is linked to your helpdesk, agents will be able to manage and respond to tickets just as they would with any other helpdesk requests. Using the same .productivity tools and features that help them to provide exceptional and efficient support



The viewing preferences for Tables in Admin settings will be remembered upon returning .
(to the table (SC 98197

We updated our Salesforce App, you can now add opportunities to Salesforce deals from .
(the Deskpro interface (SC 75729

Latest Improvement

We updated our Azure DevOps App to enhance how error messages are displayed to .
(improve the clarity of messaging (SC 97707

We added a function that prevents Users from submitting a Community Forum suggestion .
(with HTML in the form (SC 98636

Bug Fixes

We fixed a bug where you couldn't search through Snippet Categories whilst creating a .
(Snippet (SC 92872

Fixed a bug with labels on Help Center Templates, where new labels wouldn't remain .
(attached when creating a new piece of Help Center content using the template (SC 95744

We fixed an issue where V5 filters with an **'is not resolved'** status were not migrating .
(correctly into ticket queues (SC 88566

We fixed the dropdown for the Usergroups search on the User Profile that would become .
(uneditable if the Usergroup searched for didn't exist (SC 95159

We added steps to prevent attacks on the Help Center login form to increase the security .
(of login information (SC 98619

(We fixed a bug that prevented agents from editing a migrated Snippet (SC 94482

We resolved an issue with Facebook Page profile images for Facebook Messenger
.(channels in Admin (SC 97436

We fixed an issue with harmful HTML being injected into Help Center content by agents
.(with non-destructive permissions (SC 98627

We fixed issues with the Facebook Messenger activation page displaying when the
.(network is slow and the system contains a Meta App already (SC 98570

.(Fixed a bug to prevent access to Billing for Admins without Billing Permissions (SC 98578

On-Premise Controller Release 2.0.52

We are pleased to announce the latest release of the On-Premise Controller, which includes
.(several improvements to the OPC's general performance, as well as bug fixes

Latest Improvements

.(Add the ability to override PHP FPM pool configuration files from the Web GUI (SC 99436

Bug Fixes

.(Prevent proceeding with import if SSH validation fails (SC 99055

Write a docker-compose environment file during an SSH import and create any missing
files (this will require a one-time instance restart for instances previously imported via SSH)
.(SC 99134