

Deskpro Horizon Release 2023.41

Release Announcements - (.) تعليقات - Lara Proud - 2023-10-10

We're pleased to announce the release of Deskpro Horizon, version 2023.41. This release includes several enhancements to product functionality and bug fixes

Latest Improvements

You can now quickly edit a Stat by hovering over it on the Navigation Panel in the Reports Interface



This update lets you access and edit stats in your helpdesk more efficiently (SC 127244).
 We added a check to verify the formatting of CSV headers before attempting to run an import to reduce the likelihood of duplicate headings causing a failed import (SC 117125)

Bug Fixes

The Mass Update Language tool will now let you set the user ticket language to nothing, (or update from nothing to a language, where previously this action would fail (SC 98249

We fixed an app integration issue where actions weren't performed when sending a reply or adding a note if using the "and close this ticket" or "and open next ticket" options (SC 104070)

Restored the Quick Stats on the Admin Dashboard, to ensure they display default data if (the helpdesk stats are empty (SC 127671

Ticket counts on the user's sub-search results will now account for Archived Tickets for (CC'd Users which previously didn't display in the results (SC 123469

Fixed an issue where toggling between the Knowledgebase Article editors would cause a (URL replacement on non-standard URLs (SC 123024

Creating a new Linked Ticket will now display in the Ticket History tab to provide a clearer (history of actions on the ticket (SC 93623

Fixed an issue where you couldn't scroll down on the Billing Page for On-Premise (instances (SC 112758

Restored the ability to call the API V2 Endpoint for News, Articles, and Files which (previously resulted in an error (SC 128312

.(Fixed an issue impacting the migration of HTML in Snippets (SC 128403 ☐

.(Added some missing validation messages for Trigger actions (SC 124643 ☐

Fixed the Language dropdown menu alignment on the Email Templates page. (SC ☐

.(123285

Restored the Add Label button that wasn't displaying when viewing an Organization ☐

.(Profile (SC 126298

Fixed an issue where the Help Center share icons images weren't displaying on Cloud ☐

.(instances (SC 125936

Fixed an issue where the Text Color, Highlight Color, and Paragraph Alignment formatting ☐

.(tools wouldn't remain open on the ticket reply box (SC 127703

Rectified an issue where images would show as broken in the Help Center editor but ☐

.(displayed correctly on the Help Center (SC 124722

Fixed an issue where logged-in Users could see unpublished or archived Guides when ☐

.(using Help Center search (SC 123399

.(Removed case sensitivity for the Label search for Help Center (SC 123550 ☐

.(Fixed an issue where loading Macros would result in an internal error (SC 127922 ☐

Fixed an issue with the **Cancel is user replies** criteria on Follow Ups to ensure the action ☐

.(doesn't run if a User replies (SC 125827

We fixed an issue where tickets were not able to be created via the API with multiple ☐

.(messages with attachments (SC 121094