Deskpro Horizon Release 2023.49

Deskpro Releases - تعليقات (٠) - Lara Proud - 2023-12-05

We're pleased to announce the release of Deskpro Horizon, version 2023.49. This release includes several improvements to product functionality and the interface, and bug fixes.

New Features

- For On-Premise customers, we have added support for Authentication and SSL certificates for the ElasticSearch indexing (SC 133603).

Latest Improvements

- Made improvements to the loading of a User's Primary Organization on the User Profile (SC 127187).
- We added expiration details in Admin Logs for Instagram Story @ mentions (SC 110917).
- We have added a tooltip on the Lists filter for ticket status to make it clearer which statuses are being queried by default (SC 127614).
- We've added support for contains or does not contain operators and OR functionality in the Trigger Criteria (SC 123730)).

Bug Fixes

- Restored the ability to export Snippet content from the Snippets Admin menu (SC 106915).
- Fixed an issue where setting Organizations Fields on a ticket would incorrectly set the User's Organization instead of the Tickets (SC 133405).
- We resolved issues in our Cloud instances with the Facebook Page Comments feature where it was failing to process comments from Pages (SC 134239).
- Fixed an issue where SCIM was returning an error in the logs (SC 134511).
- Fixed an issue where errors occurred when trying to index Publish content that wasn't in a category, forum, or guide. On-premise customers will need to repopulate their search index via the OPC after upgrading (SC 134274).
- Fixed a loading error where Guides would display blank on the Help Center (SC 134691).
- Resolved an issue with exporting Agent Profiles as a CSV file (SC 128277).
- Resolved an issue with images being misaligned on numbered lists on the Help Center (SC 134999).
- Updated the Hubspot app so it will now auto-fill the first name and last name fields based on your Deskpro user's data (SC 133480)
- Fixed the Jira Data Center guide and some formatting bugs in the app (SC 134537)
- Refactored the Shopify app to improve its efficiency (SC 133530)

We rectified an issue where agents were unable to create a ticket where they are both a user and follower (SC
(133476

Patch Release 2023.49.1

Fixed an issue with errors occurring when trying to load an Article on the Help Center for an item with no
.(revision history (SC 132633

.(Fixed an issue where large files couldn’t be downloaded after migration (SC 134237

.(Restored the ability to add a custom email template to the Trigger Criteria (SC 119293

Resolved an issue where Agents could still remove Ticket CCs when they didn’t have permission to change to
.(update Ticket Users (SC 132976

.(The ElasticSearch indexer will show counts so it’s clear if they are accurate (SC 131055

Fixed an issue where the Navigation Bar was blocking parts of the UI when using Deskpro in an IFrame (SC
.(135034

Fixed an issue where the Deletion pop-up would appear behind the Ticket Preview which wouldn’t allow you to
.(confirm deletion (SC 135298

Fixed an issue where the dates on Community Topics didn’t match up on the Help Center and Agent Interfaces
.((SC 129026

.(Resolved an issue where Mass Deleting Agents via the API would send a password reset out (SC 133755

On-Premise Controller Release 2.12.0

We are also delighted to announce the latest version of the OPC, 2.12.0. This version includes some
.improvements that will provide an increased level of administrator capabilities

Latest Improvements

Add a problem check for the updated S3 bucket policy requirements (note that this will require an update to
.(the bucket policy if S3 is in use) (SC 135052

Bug Fixes

Actively work the population Elasticsearch queue when running a reindex to ensure it completes as quickly as
.(possible (SC 135521