Deskpro Horizon Release 2023.50

Release Announcements - (٠) تعليقات - Lara Proud - 2023-12-12

We're excited to wrap up the year with the latest release of Deskpro Horizon, version 2023.50, our final update of 2023!

This version introduces two new accounting integrations with Sage and Kashflow. Alongside these additions, we've also made improvements to product functionality for a more seamless user experience and we've resolved numerous bugs.

New Features

🔹 [Optimize invoicing and contact management with Deskpro's Kashflow & Sage Integrations](#) Seamlessly optimize your accounting management processes with Deskpro's latest integration: [Sage](#) and [Kashflow](#).

Install these new apps to provide your team with the tools to streamline contact management when creating invoices, updating contact information, or reviewing quotes and estimates.

Get started with Sage or Kashflow by navigating to **Admin > Apps & Integrations > Apps**, open the **Available** tab, select the app you want to install, and follow the setup instructions.

🔹 Agents now can collapse notes added to User and Organization profiles, for improved visibility (SC 132860).

🔹 We've enhanced our CSV Importer with a new update option that consolidates the existing import modes for improved clarity about updating mapped items (SC 133746).

Latest Improvements

🔹 Deskpro will now open a form that allows Agents to complete any required ticket fields when forwarding a ticket as resolved (SC 118864).

🔹 Custom ticket apps and widgets are now handed more data about a ticket. This includes Team, Agent, CCs, urgency, and key timestamps (SC 135705).

Bug Fixes

.(We removed two Mass Actions that were incorrectly appearing in the menu (SC 133269 ⬚

Fixed an error caused by filtering a queue by status and sub-status and trying to group by⬚
(one of the statuses (SC 132796

Fixed a bug that caused some stat folders in Reports to disappear when agents were using⬚
(specific languages (SC 133547

.(Made tasks visible and editable in tickets while using mobile (SC 132104 ⬚

.(Fix icon display on Guides when using images (SC 133201 ⬚

Fixed CCs displaying incorrectly in Deskpro when a CC'd user replied to the helpdesk and ⬚
.(CC'd the ticket owner (SC 129215

.(Resolved an issue where an organization could be set as its own parent (SC 119181 ⬚

Fixed an issue with images getting embedded in HTML when pasting from Word, which ⬚
.(stopped some news posts from being downloaded as PDFs (SC 130845

Pluralized the titles of the department and permission tab names in the agent profile ⬚
.(menu in Admin (SC 132812

We improved the agent password reset logic and added more logging to highlight ⬚
.(potential early expiration issues customers might have (SC 115557

Fixed the loading of previews when switching between email templates or changing their ⬚
.(example tickets (SC 131673

Removed a warning being shown erroneously when a ticket submitted to a helpdesk with ⬚
.(user registration was disabled (SC 134022

Fixed permission check that stopped organization managers from seeing tickets from ⬚
.(secondary organizations via the help center (SC 133777

.(Added the correct support guide link to the data import page in Admin (SC 134810 ⬚

When using the pending article ticket action, the new article will be populated with the ⬚
.(content added to the pending article description (SC 134289

Stopped success message from appearing immediately when starting a CSV import as ⬚
.(opposed to when it is complete (SC 134821

Resolved an issue where custom global widget icons wouldn't display in the header bar ⬚
.((SC 116015

.(Fixed an issue with adding ticket notes when users have no emails (SC 134887 ⬚

.(We have enabled Trustpilot Reviews on our Team plan for cloud customers (SC 124834 ⬚

Patch Release 2023.50.2

Fixed the action menu on ticket messages, so agents can again perform actions like⬜
.("Forward message" or "Delete Note" (SC 136422

Fixed the issue where messages were not displaying on tickets with CCs created by agents⬜
.((SC 136437

On-Premise Controller Release 2.12.2

We are also delighted to announce the latest version of the OPC, version 2.12.2. This
version includes improvements and bug fixes that will enhance your On-Premise
.management

Latest Improvements

Use a lock file for cluster synchronization after performing instance-related actions to ⬜
.(prevent race conditions during node synchronization (SC 136107

Bug Fixes

Try legacy AWS S3 URL formats for S3 policy checks in the problem checker to prevent ⬜
.(failure (SC 136019