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Deskpro Horizon Release 2024.11

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We're pleased to announce the release of Deskpro Horizon, version 2024.11.3. This release includes several new features our team has been developing, general improvements to product functionality and interface, and several bug fixes.

New Features

We've elevated our WhatsApp services to provide you with an enhanced experience. Our previous Twilio WhatsApp integration has been deprecated and our new direct WhatsApp integration via Meta is the official WhatsApp Deskpro solution. This move is geared towards offering you more seamless communication solutions. ((SC 144678

Latest Improvements

To ensure clear communication with users regarding ticket status, ticket sub-statuses will now be accurately displayed on the Help Center (SC 142394

Added a tooltip for Locked Tickets to show who it was locked by when an agent hovers over the icon (SC 138550

(You can now @ mention another agent when creating a new ticket with an Agent Note (SC 141667

Bug Fixes

When users log into the Help Center interface, and are not agents in the helpdesk, they will not display in the Agent Login Logs (SC 125063

We've added handling to ensure images in email signatures set in the mail client will display as the correct size when sent to the helpdesk (SC 145091

The timer will now be paused for the **User waiting time until the next response** SLA when the ticket is in a Pending status (SC 142651

Resolved an issue where Variables used in Tickets created via Ticket Templates would display as undefined (SC 136771

The subscription icons and tooltips on the Help Center and Community sections now accurately reflect the item they're associated with (SC 141936

Corrected the Ticket Preview behavior to ensure agents can click on a ticket in Dual View while the preview is open (SC 131167

We've rectified an issue with images on tickets, ensuring they now display correctly when downloaded as a PDF (SC 138495

(Addressed a migration problem caused by a missing column in the Ticket Templates table (SC 144465

To prevent the ticket view from breaking on smaller screens, we've disabled the Global Search feature from

.(being locked if the screen dimensions are too small (SC 130311

.(Fixed an issue where agents would encounter a 502 error when loading Approvals on a ticket (SC 141476 □

We've fixed a bug where a parent department was displayed on the Help Center's ticket form, even when none □
.(of its children departments were permitted (SC 139767

Fixed an issue where Stats were not showing duplicate records when using the UNION ALL function (SC □
.(138139

Resolved an issue where the text color selector would close when selecting a custom color or appear out of □
.(view in the reply box(SC 114961 & 114949

We've resolved the issue in the guide editor where inline code wouldn't persist after closing the helpdesk, □
.(causing images to lose alignment with the text. (SC 98783

.(Fixed the X button not clearing the search field in the Tickets List filters (SC 129849 □

In Community you no longer need to refresh after disapproving a Topic for it to be updated and removed (SC □
.(113909

.(Fixed search not displaying results for Snippets in Categories (SC 144163 □

Fix the issue where horizontal scroll bars are visible on Notes even if the content doesn't overflow (SC □
.(146072

Patch Release 2024.11.3

Released a fix for an issue where User data would appear in the incorrect profile when navigating between □
.(different User Profiles (SC 146765

On-Premise Controller Release 2.15.1

We are also delighted to announce the latest version of the OPC, **2.15.1**. This version includes bug fixes that
.(will improve the On-Premise Controller

Bug Fixes

.(Update redirects from 301 to 302 in Nginx server blocks to prevent browser caching issues (SC 143098 □

Ensure add-on containers are properly restarted when the configuration is changed to reload environment □
.(variables (SC 142214