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Deskpro Horizon Release 2024.12

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We're pleased to announce the release of Deskpro Horizon, version 2024.12.2. This version includes an update to several existing features to enhance their functionality, improvements across the helpdesk's features and several bug fixes to enhance functionality.

New Features

We have added Agent Only custom fields to Community, allowing you to create Agent-specific fields on your (Community Topics (SC 130696)).

Latest Improvements

We've improved the flexibility and control Organization Managers have over the tickets they are subscribed to if they belong to multiple organizations. Now you can choose which of your Organization's tickets you want to be subscribed to, ensuring you are only included in relevant communications (SC 140034).

Your account >

Your password >

Your email address >

Larry

Language*

English

Upload Picture

Choose a File or Drag and drop

Timezone

Other

Manager Auto Add

Automatically join Mammoth Group's Tickets?

Automatically join Energy.io's Tickets?

Automatically join Porpoise Energy's Tickets?

Save Profile

The Auto Publishing feature in the Knowledgebase will enable you to schedule your articles for publication at

.(your preferred date and time using the new date and time picker (SC 99112

The filters you last configured on the Global Search app will be remembered each time you open Global Search
.(SC 140765

We've improved how formatted Text displays on the Community Previews on the Home Page to ensure HTML
.(isn't visible (SC 145024

.(We have added default lists for more convenient CRM, Help Center, and Community Lists (SC 132291

Due to regulation changes, US Toll-Free numbers must be verified by Twilio before they can send or receive
messages. If your US SMS number is not verified a warning will be displayed when attempting to send an SMS
.(message via the helpdesk (SC 140351

Bug Fixes

Resolved an issue where disabled queues were triggering unnecessary calls to the API for ticket count
.(calculation which will improve overall performance (SC 145835

.(Fixed the issue where Users created via the Contact Us form were not searchable (SC 144252

.(Resolved an issue where custom reference codes were not increasing sequentially (SC 119280

:(Fixed several issues with ticket templates (SC 142200

Saving a template without filling out hidden dependent fields that require validation will not result in an
error

.Sub-statuses will now be available on ticket templates

.Errors will no longer display if you try to set a number field to 0

.Labels will not disappear once the template is saved

.(Resolved an issue where tickets created via the API were being incorrectly attributed to Web (SC 145390

Fixed the issue where the Help Center Preview would not work when selecting a specific Agent or User (SC
.(131643

Resolved an issue with the V2 API endpoint; it now correctly utilizes the SQL matcher instead of the
.(deprecated Elasticsearch matcher. (SC 146633

Resolved an issue where custom fields on the CRM Profile would show the incorrect User information when
.(toggling between different Users on a ticket (SC 146765

Added checks to remove any potentially harmful code from Knowledgebase Articles in the Prose Mirror editor,
.(especially when the user doesn't have permission to insert HTML (SC 141353

Fixed an issue where a warning would incorrectly display the condition of a Department's custom field (SC
.(142432

Resolved an issue where ticket charges wouldn't update in line with changes to the User or Organization on a
.(ticket (SC 141765

Patch Release 2024.12.2

.(We have released a patch fix to resolve a speed issue impacting Cloud instances (SC 147232

On-Premise Controller Release 2.15.2

We are also delighted to announce the latest version of the OPC, 2.15.2. This version includes a bug fix to
.improve the On-Premise Controller's PHP version support

Bug Fixes

.(Support different versions of PHP when displaying the FPM configuration (SC 146446 [□](#))