

Deskpro Horizon Release 2024.14

Deskpro Releases - تعليقات (.) - Lara Proud - 2024-04-03

We're pleased to announce the release of Deskpro Horizon, version 2024.14. This release includes an update to our SCIM mapping and enhancements to our Social Channels

New Feature

[We've enhanced the interaction between SCIM and Deskpro's built-in and custom fields to ensure that data from the Identity Provider can be mapped to Deskpro's data fields](#) (SC 105890).

□ We have upgraded to PHP 8.3, we recommend that On-Premise customers upgrade to the latest version of the OPC before upgrading (SC 140454)

Latest Improvements

Facebook, Instagram, WhatsApp, and Twitter will now display images, audio, and video for □ (improved communication via DMs, Posts, and Comments (SC 113142

When you download a Ticket as a PDF, you will now see more information about the □ (records associated with a Ticket, including Approvals, SLAs, and Tasks (SC 109700

Improved the UX for editing Guide Volumes and Chapters by adding checks and □ confirmations to improve clarity and ensure agents know where an item is going (SC 106559

Bug Fixes

We've fixed a bug where Snippet attachments weren't included in new messages when □ applied via a Macro. This issue was occurring specifically for Tickets updated using Mass (Actions or Follow-Ups (SC 143122

We've standardized the deletion warning for Agent removal - it will now appear □ (consistently throughout the interface (SC 137957

We've addressed a bug that made the CRM's Navigation Panel not scrollable when the □ (browser was zoomed (SC 146030

Resolved an issue with JSON Web Token authentication not working with Messenger (SC □

.(147976

.(Fixed an issue with the Open SSL library (SC 147880 [□](#)

On-Premise Controller Release 2.16.0

.We are also delighted to announce the latest version of the OPC, 2.16.0

Latest Improvements

Add a problem check to notify when Elasticsearch field mappings are approaching their [□](#)

.(upper limit (SC 147712