Deskpro Horizon Release 2024.14

Release Announcements - (٠) 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

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.(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