

## Deskpro Horizon Release 2024.15

Release Announcements - تعليقات (٠) - Lara Proud - 2024-04-11

We're pleased to announce the release of Deskpro Horizon, version 2024.15. This release includes several bug fixes that will enhance Deskpro's functionality and improve the agent and admin experience

### Bug Fixes

On the Ticket History tab, updates to previous built-in fields Category, Priority, Product, ☐ (and Workflow will now be visible (SC 144295

In cases where a ticket is reassigned by automation to a department that you do not have ☐ (permission to view, the ticket will be inaccessible without needing a refresh (SC 137034

We have resolved an issue where saving Guides would corrupt the markdown formatting ☐ (for text and images (SC 147146

Resolved a bug that caused an agent's signature to be sent when creating a ticket with no ☐ (messages in the Agent interface if the agent had a signature set (SC 146699

We have fixed a problem where signatures on inbound emails via Outlook were being ☐ (added as attachments (SC 128439

Corrected an issue where timezone differences affected date fields, leading to incorrect ☐ (dates being displayed on Ticket Lists (SC 142798

Updated the "Forever" time limit option for reopening resolved tickets. This option now ☐ (represents a significantly longer duration compared to other choices (SC 145440

Removed undefined fields that previously appeared in the Admin's Snippets menu (SC ☐ (139822

Chats being ended is now detectable, which enables you to take actions based on when a ☐ (Chat ends, i.e. automatically resolving a Chat using a Trigger (SC 148385

Addressed an issue where Private Tasks created by automation were not visible to the ☐ (assignee in the Ticket History log (SC 145267

### On-Premise Controller Release 2.16.1

We are also delighted to announce the latest version of the OPC, 2.16.1

# Latest Improvements

.(Allow setting of the index fields limit from the web GUI (SC 148539 [□](#))