Deskpro Horizon Release 2024.24

Deskpro Releases - (٠) تعليقات - James Godwin - 2024-06-11

We are excited to announce the release of Deskpro Horizon version 2024.24.5. This update brings a host of new features, improvements to functionality and interface, and several bug fixes to enhance your experience.

Latest Improvements

New Change Ticket's Organization Mass Action (SC 151565)

The new Mass Action allows agents to quickly and easily set an Organization on multiple tickets at once, streamlining workflows and saving time when updating ticket properties.

⬥ The Ticket History now shows when tasks linked to the ticket are completed and by whom, providing greater transparency and accountability (SC 131554)

⬥ The **Add Email to Organization** menu will now display an appropriate validation message when agents enter invalid email addresses, enhancing data accuracy (SC 151443).

⬥ Admins can now see newly created widgets immediately without needing to refresh the page, improving efficiency (SC 147212)

⬥ Lists in the Navigation Panel are now sorted alphabetically, making it easier for agents to locate the lists they need (SC 153105).

Bug Fixes

⬥ The Permission Group, Usergroup and Agent Profile drawers in admin now correctly display inherited permissions with an engaged lock icon (SC 148131).

⬥ Changing the title of a Guide Page translation will no longer erase the translation's content (SC 143100).

⬥ The `/api/v2/tickets` API now handles queries with non-existent organization IDs without returning an error (SC 149819).

⬥ Fixed the indexing of new tickets created without messages by agents using the new ticket form (SC 146698).

The call alert audio now plays correctly after an agent answers their first call (SC 149586 ⬚).

Agents can now click the X icon to remove the assigned agent in the reply box actions on ⬚ the new ticket form (SC 152719).

Agents are now prevented from sending US-US SMS if the number is not 10DLC registered ⬚ (SC 138902).

The agent app tickets permalink now checks for moved blobs, ensuring accurate link ⬚ redirection. (SC 153543).

We have fixed the issue of snippet content being duplicated in the reply box when applied ⬚ by a macro (SC 154070).

On-Premise Controller Release 2.18.1

We are also delighted to announce the latest version of the OPC, 2.18.1. This version includes new features and some general improvements that will provide an increased level of administrator capabilities.

Latest Improvements

Stop instance when restore is in progress if requested to ensure data integrity (SC ⬚ 143619).