

Deskpro Horizon Release 2024.24

Release Announcements - 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