Deskpro Horizon Release 2024.33

[Deskpro Releases](#) - تعليقات (٠) - David Anjonrin-Ohu - 2024-08-14

We are thrilled to unveil our latest update, Deskpro Horizon 2024.33! This release is packed with powerful new features designed to supercharge your team's productivity and essential bug fixes to enhance their overall experience.

New Features

[Integrate Your Lansweeper Account with Deskpro for Seamless Asset Management](#) 🔗

Introducing our [Lansweeper](#) integration, a powerful integration with Deskpro that provides a comprehensive asset management solution linked to your Deskpro help desk.
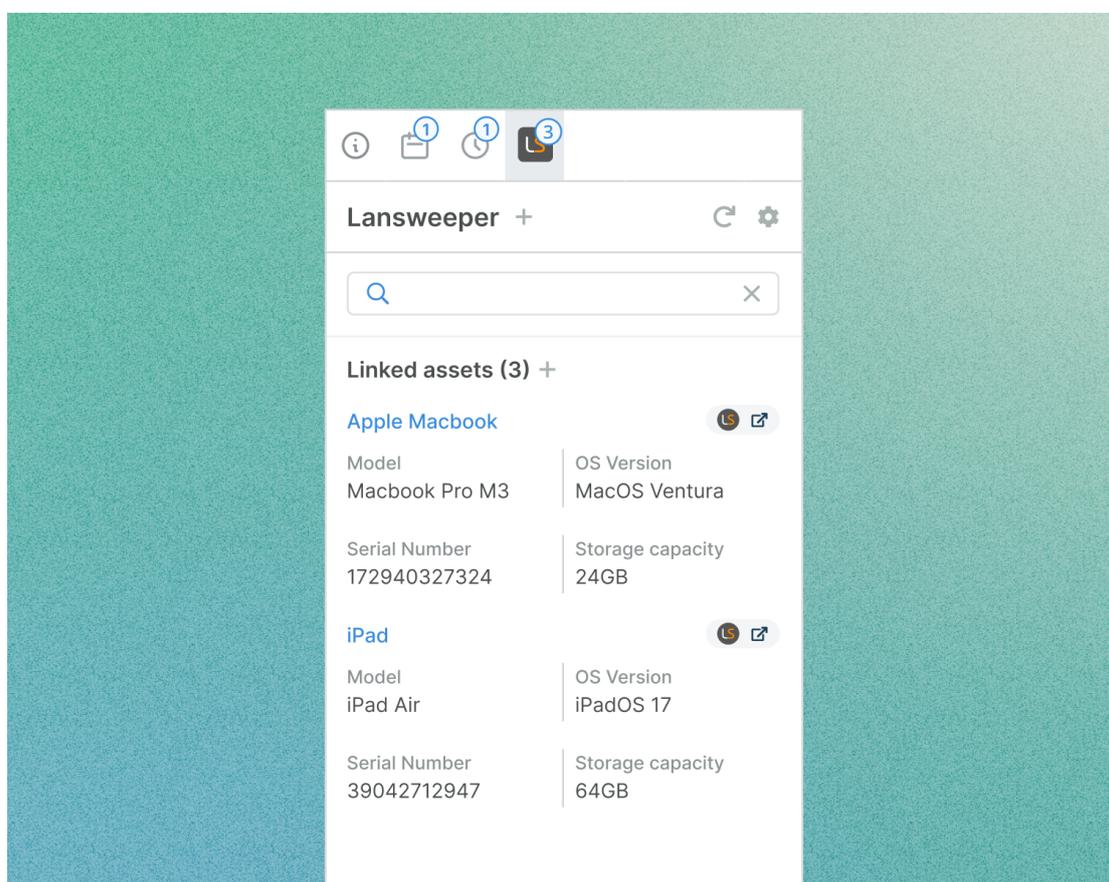
With Deskpro's Lansweeper app, you can:

- **Link Device to User:** Link devices to specific users, making it easy to track who is using which device. This is particularly useful for troubleshooting and support purposes.

- **Search List of Devices:** Easily search for devices across your network, making it simple to find specific devices or groups of devices in Deskpro.

🔲 You can now translate the descriptions of your Community Forums, making it easier for your users to find the information they need, regardless of their language preferences (SC 132480).

🔲 We've added WhatsApp numbers, Facebook pages, and Instagram accounts as new criteria for Triggers, giving you more flexibility to automate tasks and enhance your customer experience (SC 156758).

Bug Fixes

🔲 We've resolved an issue with queue counts not updating responsively when ticket properties are changed, now ensuring your team has the most up-to-date information (SC 152003).

🔲 Fixed the Trigger **Team of Agent Performer** option in the send agent email trigger action (SC 156276).

🔲 Resolved an issue with variables in Ticket Templates not being set in ticket messages or agent notes (SC 157381).

🔲 Agents will no longer receive notifications for queues they no longer have access to to minimize distractions and noise (SC 156540).

🔲 Resolved an issue impacting ring time displaying incorrectly for incoming calls when the call was transferred to another agent (SC 153441).

🔲 We removed duplicate usergroups from appearing in User profiles (SC 144234).

Patch Release 2024.34.1

🔲 Temporeatily removed the "Authenticate with Deskpro" option for authenticating MS Exchange and O365 email accounts. Functionality will be restored in due course.

On-Premise Controller Release 2.20.1

Improvements

🔲 Update Deskpro manifest URL to make latest containers available (SC 160014).