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# Deskpro Horizon Release 2024.39

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We're constantly working to improve our product, and we're thrilled to share the latest updates with you for version 2024.39. Our team has been working hard, squashing bugs and introducing new features to improve your experience.

## New Features

### Engage Visitors Instantly with Proactive Chat

Proactive chat is now available in Messenger, allowing you to reach out to users visiting your website or Help Center without them needing to interact with the widget first (SC 151408)

Setup
Messenger
Styling
Launcher
Positioning
Deployment

**Default state**

**Button**  
Show your Messenger in a collapsed state by default

**Proactive Chat**  
Encourage your customers to start a chat.

Delay showing message by  
 seconds

Name displayed

Message

Icon

⋮

✉

📖

👤

Upload Icon

**Do not show Launcher**  
To hide the Messenger Launcher, you can remove the first part of the code snippet in the JavaScript code.

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**Color**  
Used in the background in the Messenger Launcher.

#3A8DDE

Save

Discard Changes

Delete Messenger

When users submit a URL via the link interaction in the new Messenger, it's now clickable for both agents and (users, improving navigation (SC 162995

## Bug Fixes

We've hidden the delete button from HC content for agents without the necessary permissions, ensuring a (cleaner and more intuitive interface (SC 159820

Signatures now display images exactly as specified by the agent, ensuring your communications look just right (SC 158398

The "Send test Email" function now correctly uses the selected ticket, streamlining your email testing process (SC 157049

We've resolved an issue in the new Messenger that disrupted the intended chat flow after collecting a user's (

.(email, providing a seamless user experience (SC 163620

The article count within Knowledgebase categories now updates automatically, keeping your data current and □  
. (accurate (SC 117961

.(The image editor toolbar now closes promptly, preventing any unnecessary clutter (SC 129994 □

Fixed an issue where the icon picker on the custom card for the new Messenger in admin wouldn't close, □  
. (making customization smoother (SC 163559

Attachments in the Snippets drawer now open in a new tab with a simple click, enhancing your workflow (SC □  
. (144719

We've fixed an authorization setting in Admin that was overlapping its text, ensuring better readability (SC □  
. (111128

We've also fixed a bug that caused the new Messenger widget to be pushed out of position on mobile devices □

## **On-Premise Controller Release 2.21.2**

We are also delighted to announce the latest version of the OPC, 2.21.2. This version includes new features and  
. some general improvements that will provide an increased level of administrator capabilities

### **Latest Improvements**

.(Update internal Redis service and configure with superuser (SC 156716 □

.(Improve compatibility checks for instances running on OPC before updates (SC 163830 □

.(Enabled certain non-essential services used by the OPC to be disabled (SC 164075 □

### **Bug Fixes**

.(Improve the installation experience when using Ubuntu 20.04 with FIPS enabled (SC 164064 □