

Deskpro Horizon Release 2024.4

Release Announcements - تعليقات (٠) - Lara Proud - 2024-01-23

We're pleased to announce the release of Deskpro Horizon, version 2024.4. This release includes several new features including the expansion of our Lists functionality in the CRM, .we have also resolved several bugs to improve your helpdesk experience

New Features

[Deskpro's CRM is now enhanced with Lists feature](#) □

We are excited to announce the extension of our CRM capabilities with the introduction of Lists to replace Saved Search. The expansion of this feature into the CRM gives Agents the ability to create no-code custom lists of Users or Organizations in your helpdesk with the .simple **is/is not** filtering capabilities



Similarly to Ticket Lists, Agents will be able to create personal custom lists, while Admins create them per Team or Globally to provide powerful User and Organization filtering across .the helpdesk

We have added support for forwarding Agent Notes which will create a new linked ticket. □
When you select the menu on an individual Agent Note, you will be given the option to Forward either the individual note into a new linked ticket or the thread of agent and user .(messages from that point onwards (SC 134510



Text formatting tools have been added to Help Center and Community comments for □
Agents, making it easier for agents to form more effective responses to comments left on .(the Help Center and when interacting with Community topics (SC 130719



:The rich text formatting tools are

Bold •

Italic •

Underline •

- Bullet points •
- Numbered list •
- Text color •
- Highlight text •
- Insert link •
- Insert image •
- Insert table •

The Actions **Add Agent Reply** and **Add Note** for Triggers, SLAs, Escalations, and ☐ Recurring Tickets now support Rich Text Editing and Attachments. This enhancement enables Admins to utilize text formatting and attachments in automated messages, ☐.(improving the clarity and effectiveness of these communications (SC 113673

We improved field mapping in the Harvest app to allow multiple Deskpro fields to map to ☐ ☐.(the Harvest app for better information sharing (SC 134277

Latest Improvements

Updated how Agent IM message statuses are stored to ensure message count is accurate ☐ ☐.(SC 128272

Bug Fixes

Resolved an issue with the Knowledgebase Article editors. The editor used to last update ☐ ☐.(an article will be automatically selected when opening the article (SC 120652

When a User gets converted to an Agent, a Welcome Email will be sent to them (SC ☐ ☐.(131746

Fixed a discrepancy between custom date fields displaying different dates because of the ☐ ☐.(agent's timezone (SC 135706

Resolved an issue with handling data from images uploaded to the Knowledgebase editors ☐ ☐.(SC 137816

Ticket Queue names will sync to the Your Objects translation menu to allow translation of ☐ ☐.(Queue names post-migration (SC 134358

If an error impacts ticket Queues and Lists results, a message will display to explain not ☐ ☐.(all data can be returned (SC 127206

.(Fixed a Department visibility issue that impacted creating and editing Tasks (SC 135332 ☐ ☐

A help message has been added to explain when ticket message HTML fails to be ☐ ☐

.(processed (SC 113849

Specifying a return URL during JWT SSO now works with hash paths and query parameters ☐
.(SC 136460

Expanded the width of Forward and CC addresses on ticket messages and added tooltips ☐
.(to improve visibility (SC 135333

Fixed an image issue causing an internal server error when loading a Knowledgebase ☐
.(Article in the Agent interface (SC 138815

Fixed the custom Date and Time fields in Ticket Triggers and Recurring Tickets jumping ☐
.(ahead 1 hour (SC 137792

Adding handling to Messenger to make the Read status more accurate when a User isn't ☐
.(on the tab (SC 136982

When a User is an Organization Manager subscribed to all Organizational tickets, the ☐
.(option to remove them will be disabled for other users (SC 134955

Added a more reliable way to restrict access to private downloads on the Cloud (SC ☐
.(139237

Fixed the issue with the CRM profile dropdown not showing all options when space is ☐
.(available (SC 137458

If you use JWT login, Messenger will create a user if a matching user doesn't exist(SC ☐
.(139236

Fixed an issue where a new ticket would error if a conditional field relies on an empty date ☐
.(field (SC 136948

Your cursor will automatically focus on the reply box again after selecting an Agent with ☐
.(your mouse after using an @mention (SC 135574

If an Agent is an On-Premise Admin, the Workspaces dropdown will now have the option ☐
.(to Create a new instance (SC 114392

Fixed an issue where the correct brand name was not being selected as the email from ☐
.(name by a Trigger on a multi-branded helpdesk (SC 135108

.(We have resolved several issues with the Instagram and Facebook channels (SC 139469 ☐

Patch Release 2024.4.1

Restored a missing table that would impact upgrades for On-Premise customers (SC ☐
.(139998

Patch Release 2024.4.3

.Fixed an issue where some queues were not returning tickets[]

On-Premise Controller Release 2.13.2

We are also delighted to announce the latest version of the OPC, 2.13.3. This version

/includes improvements and fixes to enhance the On-Premise Controller

Latest Improvements

.(Ensure the correct email is used when opening remote support tunnels (SC 139435 []

.(Increase the default PHP memory limit in the web container for Deskpro (SC 139375 []

Bug Fixes

Check all instance configurations before removing stale containers that are not running []

.(SC 139371

.(Fix the display of raw trace directory size to improve performance (SC 139109 []