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Deskpro Horizon Release 2024.15

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We're pleased to announce the release of Deskpro Horizon, version 2024.15. This release includes several bug fixes that will enhance Deskpro's functionality and improve the agent and admin experience

Bug Fixes

On the Ticket History tab, updates to previous built-in fields Category, Priority, Product, and Workflow will ☐ (now be visible (SC 144295

In cases where a ticket is reassigned by automation to a department that you do not have permission to view, ☐ (the ticket will be inaccessible without needing a refresh (SC 137034

We have resolved an issue where saving Guides would corrupt the markdown formatting for text and images ☐ ((SC 147146

Resolved a bug that caused an agent's signature to be sent when creating a ticket with no messages in the ☐ (Agent interface if the agent had a signature set (SC 146699

We have fixed a problem where signatures on inbound emails via Outlook were being added as attachments ☐ ((SC 128439

Corrected an issue where timezone differences affected date fields, leading to incorrect dates being displayed ☐ (on Ticket Lists (SC 142798

Updated the "Forever" time limit option for reopening resolved tickets. This option now represents a ☐ (significantly longer duration compared to other choices (SC 145440

(Removed undefined fields that previously appeared in the Admin's Snippets menu (SC 139822 ☐

Chats being ended is now detectable, which enables you to take actions based on when a Chat ends, i.e. ☐ (automatically resolving a Chat using a Trigger (SC 148385

Addressed an issue where Private Tasks created by automation were not visible to the assignee in the Ticket ☐ (History log (SC 145267

On-Premise Controller Release 2.16.1

.We are also delighted to announce the latest version of the OPC, 2.16.1

Latest Improvements

(Allow setting of the index fields limit from the web GUI (SC 148539 ☐