



## Deskpro Horizon Release 2022.27.0

2022-07-06 - James Godwin - Comments (0) - Release Announcements

We're delighted to announce the latest release of Deskpro Horizon version 2022.27.0. This release includes a number of new features, general improvements, and bug fixes.

New features included in this release  [] We've added 'Sub status' and 'Status, Substatus' to the 'group by' queues menu so that you can filter your tickets by specific statuses (SC 75813).
☐ We have added a Twilio SMS trigger action (SC 75866).
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☐ We have updated our Jira app to version 1.0.8. With this upgrade, you can now add ticket replies and notes as Jira comments, add ticket subject or ID, and add ticket permalinks to Jira issues, in addition to some UI improvements (SC 78049, 78160, and 78452).
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$\hfill \square$ We have added the ability to define usergroups in the CSV importer (SC 78107).
$\square$ We've improved the required fields UX for existing tickets, such that all invalid fields are showing in the properties app, rather than a blocking modal (SC 74568).
Improvements that have been made  ☐ Ticket notifications will now only display a user's primary email address, where a user has more than one email address (SC 75491).
$\hfill \Box$ Clicking on inline images from emails, chat, notes, and message forwarding will now open the image in a lightbox with the option to download the image (SC 76826).
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☐ In Agent IM, the avatars will now display an online or offline badge (SC 76186).

$\hfill \square$ The ticket reply box will now default to the email tab over the note tab (SC 78039).
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Bugs that have been fixed  ☐ We have fixed MS translations so it will now be able to translate rich HTML messages (SC 76525).
☐ Fixed the issue where Macros with 'Add agent reply' and 'Add agent note' became corrupted after migration (SC 75778).
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<ul><li>Messages created via the Help Center form will now display and notify CCs correctly (SC 74369).</li></ul>
$\hfill \square$ We have fixed the issue where duplicate select fields were displayed (SC 76821).
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☐ An organization ticket list will now update when users are added or removed (SC 69844).
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☐ We've fixed the issue where the URL field didn't recognize network URLs (SC 75975).
☐ Rendering of custom date and time fields in email templates has been fixed (SC 77654).
$\ \square$ We have fixed the issue where Snippets were not loading when a related language did not exist (SC 77641).

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☐ We've fixed the SAML form in the admin interface so it can now be saved (SC 77757).
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☐ We have fixed ElasticSearch to always use an alias name instead of an index name (SC 77829).
☐ We've fixed a bug that was causing search to stop working on server error (SC 77733).
☐ We have fixed an API call issue related to custom fields (SC 77876).
☐ We have removed organization and user permission checks on New Tickets, as these should be implicit when an admin adds these fields for use (SC 77802).
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☐ We've fixed department permission checks on new ticket forms, so agents will not be able to create a ticket in the department if they do not have the necessary permissions (SC 78024).
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☐ We've fixed the URL on ticket triggers from ticket logs (SC 77388).
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☐ We've fixed some performance issues regarding loading custom fields, tickets, and the user and organization profile (SC 76946).
$\hfill \square$ We have fixed permission checks surrounding ticket creation (SC 75308).
☐ Fixed a rare case where a ticket queue errors when a real-time update occurs before it has a chance to fully load (SC 77886).
$\hfill \square$ We've fixed an issue to ensure that labels always get filtered as an array (SC 77947).
☐ We have fixed an issue with database indexes to improve query performance (SC 78053).

$\ \square$ We fixed an issue where new department triggers get executed in email mode (SC 78412).
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$\ \square$ We have fixed the issue where number lists in Help Center content were restarting (SC 66105).
$\hfill \square$ We have fixed the bug that affected spacing and styling in the ticket task app (SC 72002).
$\hfill \square$ The tab history dropdown will show overflowing email addresses using an ellipsis, so the display is not affected (SC 78301).
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On-Premise Controller Release 2.0.22 We are also announcing the release of version 2.0.22 of the On-Premise Controller, which includes some new features and API improvements.
New features in this release  We have added functionality to enable SSH to the OPC host from the OPC WebGUI (SC 73716).
$\hfill \square$ We have added functionality to enable SSH to the OPC host from the OPC WebGUI (SC
<ul> <li>□ We have added functionality to enable SSH to the OPC host from the OPC WebGUI (SC 73716).</li> <li>□ We've added the ability to configure read-only database replicas for instances via the OPC</li> </ul>