

Deskpro Horizon Release 2024.26

2024-06-25 - James Godwin - Sylwadau (0) - Deskpro Releases

We're pleased to announce the release of Deskpro Horizon, version 2024.26. This release includes several new improvements to our CSV Ticket Importer and numerous bug fixes.

Latest Improvements

- We have improved the CSV Ticket Importer, allowing you to map tickets to specific departments and set their status during import (SC 149866).
- The CSV importers now support importing **Date** and **Date & Time** values into fields (SC 148439).
- During a User CSV import, users without a specified brand will now be added to the default brand (SC 151939).

Bug Fixes

- Resolved the issue where the US toll-free verified status was incorrectly showing on non-verified phone numbers (SC 147165).
- Customers migrated from legacy to Horizon can now edit the translation for Lists (SC 139789).
- Fixed the issue where CC names were not displaying on ticket messages (SC 140026).
- Corrected an issue with outbound Office 365 Exchange email account OAuth flow on Cloud (SC 154147).
- Fixed the loading spinner issue when accessing a Community Forum on the Help Center (SC 152408).
- We have resolved an issue where searching for users by ID wouldn't work correctly because of merged tickets being deleted (SC 139222).
- We have fixed ticket forwarding so that agents can now forward tickets when there are per-user fields in the ticket form (SC 150929).
- Agents will now be able to run mass actions on tickets they have locked (SC 151613).
- We have fixed the Department drawer in admin so it no longer errors when adding external unique fields are present in the department form (SC 153981).

On-Premise Controller Release 2.18.3

We are also delighted to announce the latest version of the OPC, 2.18.3 which includes two new improvements.

Latest Improvements

- Set appropriate defaults for Nginx keepalive variables and create a decision if necessary (SC 152748).
- Updated Go to version 1.22 (SC 155097).