Deskpro Horizon Release 2024.7

2024-02-14 - Lara Proud - Sylwadau (0) - Deskpro Releases

We're excited to present the latest updates to Deskpro Horizon, version 2024.7. This update brings you new Social Channels to Ticket triggers, the ability to initiate calls while creating tickets, and the inclusion of Votes as a filtering criterion on Community Lists. We've also made significant improvements such as speeding up the email validation process for agent password reset and have addressed several bugs to enhance your overall experience with Deskpro.

Keep reading for a detailed look at the latest updates to your helpdesk software.

Latest Improvements

 We've introduced new Social Channels to Ticket triggers, enabling agents to receive notifications when a ticket is created or updated through WhatsApp, SMS, Twitter, TrustPilot, Facebook, and Instagram (SC 134041).

 When creating a new ticket, you can select the Voice tab and initiate a call to a user (SC 136581).

 Votes have been added as a filtering criterion on Community Lists (SC 135594).

 The Approval description is now a multi-line text input to allow you to provide more descriptive text for your Approvals (SC 141205).

Bug Fixes

 Resolved an issue where agent user sources would use the primary brand URL rather than the Helpdesk URL, causing issues where the two didn't match (SC 109571).

 Restored the **Reset Helpdesk** functionality to ensure it resets successfully and removes created items (SC 124175).

 Fixed an issue with insecure access to email process logs (SC 139827).

 Resolved an issue with private access to Files to ensure access is secure and displays the relevant permalink (SC 140044).

 The User Auth & SSO page in Admin will no longer display an error when the Deskpro Usersource app is off for all brands (SC 139127)

Fixed an issue with HTML that could be injected into an open redirect in the Reports API (SC 141530).

 Resolved an issue where ended calls would get stuck in the Live status (SC 137162).

 Your pre-defined **Interface Defaults** will be respected for new ticket assignments (SC 132202).

 Fixed an issue where images in Knowledgebase Articles would disappear when saving if the allowed HTML content permission was disabled (SC 139402).

 Fixed an issue where duplicate billing charges would display on an Organization Profile (SC 140734).

 We have fixed issues loading Twilio SMS and WhatsApp logs in the Admin UI (SC 141825).

 Added an ellipsis to URL fields to ensure they don't overflow onto other properties in the ticket form (SC 130166).

 Resolved an issue where Excel would treat exported data with equation symbols as formulas (SC 141304).

 Improved the security of the Help Center form inputs to ensure links get stripped when inputted into the Name field (SC 138070).

 Deleting a User's profile image will result in deletion of the image from the database (SC 141098).

 The Help Center profile image upload will only accept image files (SC 138190).

 Resolved an issue with Voice Permissions impacting ticket loading for agents with older permissions (SC 141951).

 Fixed an issue where hitting enter would result in agents' signatures duplicating in a new linked ticket (SC 137801).

 You can now save an Escalation that uses the Current agent as an Agent Criteria (SC 140899).