Deskpro

Deskpro Horizon Release 2022.37.0

2022-09-13 - Lara Proud - Kommentarer (0) - Release Announcements

We're pleased to announce the release of Deskpro Horizon, version 2022.37.0. This release includes some new features that our team has been developing, general improvements to the product functionality and interface, and bug fixes.

New features we've created

 We've upgraded our Shortcut app. You can now add comments that contain Deskpro replies or notes and you can also add the label 'Deskpro' to stories in Shortcut created via the helpdesk to allow you to filter stories to view those created through Deskpro (SC 63604).

 You can now download emails from Users' tickets (SC 85614).

 We've upgraded our Jira app to support linking an existing issue in Jira to a new issue you are creating or editing in the app (SC 82562).

Improvements included in this release

 We have made some UI improvements to the Deskpro News App to enhance its display in the interface (SC 85751).

 A deleted agent banner has been added to the user profile in the CRM to clearly show which agents are active or deleted (SC 85863).

 We have improved the behavior of the voting buttons for Help Center content, which in turn will improve Help Center content SEO as it removes unnecessary links (SC 85931).

 The structure of the 'My Tickets' section of the Help Center has been improved for mobile (SC 81910).

 We have made several UI refinements to the Admin Dashboard. We have updated the design for the 'Failed Email Account' warning, and now when you click on an Agent's name in the Agents block it will open their profile. And for On-Premise customers, we have enhanced the On-Premise Controller Status block to make it clear when there are updates to run (SC 74970).

 We've improved the default query conditions for My Open and All Open states for Ticket Lists (SC 85640).

We have refined the visual display of settings in the Email Accounts drawer (SC 69345).

 We have improved the behavior of App events that are linked to more than one ticket in the helpdesk (SC 86271).

 We've made UI improvements to the News carousel on the Admin Dashboard to improve its appearance (SC 85760).

 We have improved the filtering behavior of Agent's tickets displaying in the CRM to only include tickets that they own or are CC'd on (SC 71404).

 We have added the ability to use advanced formatting for 'Set Custom Field' actions, this will be supported for Triggers, Escalations, Webhook Triggers, SLAs, Approval Triggers, and Macros (SC 83166).

Bugs that have been fixed

 We have repaired the Permission issue which stopped Agents from adding Problems to tickets (SC 86114).

 The issue where the keypad wouldn't work whilst on a call has been fixed (SC 84618).

 We have upgraded our Jira app to fix some issues. We have fixed a problem where you couldn't create an issue if there were no priorities, improved the UI of the text display in the app, and fixed the problem where the issues list page would be empty if there were no linked issues (SC 82562).

 We fixed an issue that affected the Trigger Set Urgency action (SC 86511).

 We have fixed an issue that blocked Agents from saving User and Organization custom fields on the ticket form (SC 86859).

 We've fixed an issue where the phrase translation tabs wouldn't load if the English language wasn't installed (SC 86638).

 We have fixed an issue where Organization IDs for Triggers were not migrating correctly (SC 86645).

 We have fixed the issue where editing a News Post title would add extra returns to the post (SC 81042).

 We have added a fix to prevent Knowledgebase Articles and News Posts from being converted into HTML code blocks (SC 86197 & 85900).

 We have fixed an issue where an Agent's permissions were missing where a parent group had previously implicitly set permissions (SC 85107).

 We have fixed the wording of the browser notification messages to no longer include the word 'middot' (SC 85423).

 Fixed an erroneous validation message on the Voice Numbers drawer, which was blocking

the drawer from saving (SC 85973).

 We fixed an issue where Firefox users couldn't open the select fields on the Queue rule builder (SC 86350).

 We have fixed a problem affecting the incorrect count of people displayed in the Navigation Bar for usergroups (SC 83904).

 We've fixed the date formatting for forwarded emails (SC 86346).

 Fixed an issue where the content of a linked ticket was not carried over into the newly created ticket (SC 85119).

 We have fixed the ability to specify which folder to read from for Email Accounts for On-Premise customers (SC 72275).

 We have upgraded our Salesforce App to fix an issue with Organization matching (SC 86216).

 We have fixed the search bar's auto-focus issue on the Stats tab in the Reporting interface (SC 82700).

 We have fixed the issue where {number} is displayed in the Voice ticket subject rather than the phone number(SC 85666).

 We restored the ability to enter a custom name while creating a 'Send agent email' rule (SC 85255).

 We fixed an issue where splitting a ticket was causing the ticket message to load incorrectly (SC 85619).

 Fixed an issue where an escalation isn't editable if created without an Organization ID (SC 85290).

 We fixed an issue with multi-select custom data fields that stopped some reports from rendering correctly (SC 84792).

 When creating a trigger all Organizations will now be visible on the Organization dropdown (SC 85331).

 Fixed an issue with editing inbound webhooks (SC 83650).

 We have restored the missing default ticket Lists (SC 77767).

 We have fixed the issue where you couldn't insert inline images into translated Knowledgebase articles (SC 78450).

On-Premise Controller Release 2.0.36
We're pleased to announce the release of the latest version of the OPC, version 2.0.36, this upgrade includes some improvements and a bug fix.

Improvements

 You can now set the PHP error log location in instance containers (SC 86254).

 We have added the ability to make the OPC host logs viewable and downloadable from the WebGUI (SC 86200).

Bug Fixes

 Validate and forward-host headers when accessing instances via IP. [Please ensure that the OPC IP is configured correctly if accessing instances via this method](#) (SC 86523).