Deskpro Horizon Release 2024.41

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We're pleased to announce the release of Deskpro Horizon, version 2024.41. This release includes several new features including Lite Agents for enhanced team collaboration, additional functionality for our Messenger and Chatbot, and AI improvements.

In addition, we have made improvements across the interface and fixed several bugs to improve your overall experience in Deskpro.

New Features

🡒 Elevate Team Collaboration with Lite Agents

We're thrilled to introduce our latest feature: **Lite Agents**! In Deskpro, seamless collaboration is crucial for delivering high-quality customer service, and Lite Agents are here to extend the reach of the help desk access beyond your core support team.

Lite Agents are view-only team members with limited permissions compared to regular agents. The permissions you can grant include:

- View tickets (except for those restricted through permissions set by an admin)

- View tickets assigned to them, their team, or where they have been added as a follower

- Add notes to tickets

- Use the Tasks feature

- Edit their agent profile

- Receive notifications for ticket assignments and events

- Reply to notification emails to add notes to tickets

If you're a Professional or Enterprise Plan customer, you can get started with Lite Agents today. Or if you want to get access to Lite Agents, you can upgrade your Workspace from the Billing interface.

To get started with setting up Lite Agents, check out the guides:

- [Creating Lite Agents](#)

- [Configuring Lite Agent Permissions](#)

 Made improvements to the management experience for AI features, particularly around making it easier to see which users can access AI features (SC 158448).

 Added dropdowns as a Chatflow option, allowing users to select an option from a dropdown menu during chat conversations (SC 162836).

 Users will now see an indication of an agent typing during chats to improve the interaction for end-users as they know an agent is responding to their message (SC 162849).

 We've added placeholder text to the Message History view for unfilled user inputs, making it easier to see what's missing. (SC 162987).

 The Permissions dropdown in Messenger admin now displays "Everyone" as the default, making it easier to manage permissions (SC 162847).

 Attachments in tickets now support Blobs v2 permalinks for improved file management (SC 161248).

Latest Improvements

 We have improved the authentication process so users can continue messaging after a hiatus (SC 161060).

 Enhanced loading performance on the Triggers page for a smoother experience (SC 140017).

 We've added tooltips to the filter buttons in the Ticket Problems app for better usability (SC 100508).

 To improve readability we have increased the size of ticket IDs throughout the agent interface (SC 99906).

 Enhanced the robustness of regex validation for the ticket fields. Now when a field is configured with an invalid expression, agents can access and edit affected tickets (SC 152242).

Bug Fixes

 Restored the Tasks API endpoint for task creation and management (SC 159821).

 Fixed the rejection issue of forwarded emails from Outlook users (SC 151273).

 Resolved the issue where agents who authenticated with Auo-SSO were immediately logged back in after signing out (SC 151235).

 Users can now open tickets using legacy URLs, ensuring old links remain functional (SC 144490).

 Solved the issue of users logged in to a Brand's Help Center being able to search for tickets of theirs associated with other brands (SC 157234).

When agents are deleted they will only be unassigned from their Live and Awaiting Agent tickets. They will remain assigned to tickets in other statuses until those tickets move to Live or Awaiting Agent status (SC 142811).

 Fixed the loading select field values with multi-level hierarchy when used as a variable in stats (SC 154441).

The Ticket Deflection feature in the Contact Us form, will now be less strict when searching KB Articles based on the subject the user has entered (SC 158453).

 Enhanced security so that only users participating in a chat can access attachments sent in that chat (SC 161638).

 The ID column has been added to the Messenger table in admin (SC 157629).

 We have fixed the re-rending Help Center content in chatflows (SC 162490).

 We have fixed an issue that impacted copying Per Department triggers (SC 158500).

 We have resolved the issue of not being able to sync custom fields when using SCIM with Okta. For more information see our Guide (SC 163738).

 Now when agents create draft KB articles, Files, News Posts & Guide Pages, they will be indexed. Allowing other agents to search for them using the Global search. (SC 163020).

 When an agent is chatting with a user, the identify not confirmed warning will display unless the user's identity was confirmed when the last message was received (SC 161285).

 Users can now search for Guide page translations on the Help Center (SC 164496).

 We have resolved the issue where Phone number chat flow interactions stopped users from progressing through a chat flow (SC 164575).

 When admins configure a Billing and Time Toggle field to be enabled by default, it will be enabled when agents add charges to a ticket (SC 164804).

 The Help Center Chat flow interaction has been fixed, so admins can order the content to be displayed (SC 164158).

 We have resolved the issue of agents not hearing an audible alert after accepting their first chat request after logging in (SC 162492).

 We have fixed the AI summary feature so the AI model is provided with all ticket messages when summarizing large tickets. (SC 163178).

Once again agents with permission to only create private snippets, can create private snippets (SC 159311).

 We have removed the Active toggle from the Messenger Routing Model drawer, as it serves no purpose (SC 161605).

2024.41.1 Patch Release

Restored the ability for agents to scroll through chat messages on a ticket (SC 166330).

2024.41.4 Patch Release

 Improved the initial load speed when logging into the agent interface (SC 166114).

 Fixed the groups in the Triggers table being displayed in wrong order (SC 166873).

On-Premise Controller Release 2.22.0

This version includes some general improvements that will provide an increased level of administrator capabilities.

Latest Improvements

 Update PHP and associated frameworks in Web GUI (SC 155775, SC 165873).

Bug Fixes

 Detect and remediate issues with root certificate bundles (SC 165392).

 Fix disabling the automatic backups for an instance from the Web GUI (SC 166126).

On-Premise Controller Release 2.22.1

This version includes new features and some general improvements that will provide an increased level of administrator capabilities.

Features

 Make the logrotate settings for instances and the OPC CLI configurable (SC 166969).

Improvements

 Add timing information to problems for instance data synchronization (SC 155538).

 Standardize exit codes for all OPC commands (SC 166581).

Bug Fixes

 Prevent instance logs from synchronizing to replica nodes when in scaling mode (SC 167291).

 Fix issue enabling dependent repositories for certbot install in RHEL (SC 167308).

 Add conditional checks to see if SELinux is enabled on install before applying policies (SC 167516).