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## **Deskpro Horizon Release 2024.8**

2024-02-21 - Lara Proud - Kommentarer (0) - Deskpro Releases

We're pleased to announce the release of Deskpro Horizon, version 2024.8. This update includes some improvements and several bug fixes.

## **New Features**

$\square$ We've updated permissions so only Admins can change agent contact information from the CRM (SC 141906)
$\square$ Handling has been added to block SMS messages sending if the number is not registered (SC 138902).

## **Latest Improvements**

 $\hfill \square$  Added the ability to remove field mapping options during CSV import (SC 135868).

## **Bug Fixes**

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$\hfill \square$ Resolved an issue where the reason for deletion wasn't saved in the Ticket History when the action was taken using a Mass Action or Macro (SC 108089).
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$\hfill \square$ Fixes an issue where inline images wouldn't display in ticket messages because the token access had expired (SC 142118).
$\hfill \square$ Resolved an issue where Ticket Drafts wouldn't be saved when switching between tabs (SC 125051).
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$\hfill \Box$ Fixed an issue where setting a User as an Organization Manager or adding their position wouldn't be saved after a refresh (SC 138694).
$\hfill \square$ Resolved an issue where the custom date field would display the incorrect date (SC 140492).
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$\hfill \square$ Resolved an issue where editing a custom text field would result in the field clearing (SC 124724).
☐ Fixed the Mass Action option to <b>Run Macro</b> (SC 142909).
$\hfill\Box$ The name field on the Chat form can now be unrequired, so users don't have to fill this in when initiating a Chat (SC 139890).
$\hfill \square$ Resolved an issue where Recurring Tickets couldn't be created or saved (SC 137380).
$\hfill \square$ Fixed an issue where dependent fields would load slowly (SC 138667).
$\hfill \Box$ Updated the display of the Properties Panel tabs to align with the design (SC 140782).

Fixed an issue with the <b>On</b> filter for date and time fields that pulled tickets from before the selected date (SC 137042).
$\ \square$ Resolved an issue with the CSV importer removing associated domains when importing an existing Organization if <b>Replace all values</b> was selected (SC 138347).
$\hfill \Box$ Authentication Cookies will be issued even if an agent skips setting up 2FA (SC 143155 & 143183).
$\hfill \square$ Updated the User 2FA success messages for Email and TOTP (SC 134954).
$\ \square$ Resolved an issue where using links in ticket messages would disappear from the ticket thread after sending (SC 143130).