Deskpro Horizon Release 2024.31

2024-07-30 - James Godwin - Kommentare (0) - Deskpro Releases

We're proud to announce the release of Deskpro Horizon, version 2024.31. This release includes several new features our team has been developing, general product functionality and interface improvements, and several bug fixes.

New Features

 Optional ticket auto-threading lets you decide if user emails should be treated as replies to recent tickets, streamlining your support communication further (SC 135109).

 Custom apps and widgets can now have password setting types, ensuring settings are write-only for added security (SC 132431).

 Plus, custom apps can now trigger success and error alerts directly within Deskpro, keeping you informed instantly (SC 139929).

Latest Improvements

 We've added support for storing Zendesk ticket IDs when using our ticket importer, ensuring a smoother transition to Deskpro (SC 156833).

 Better support for numbered list formatting on incoming emails, ensuring a more readable experience (SC 156024).

 Help Center files that can be viewed in the browser will now open directly, enhancing the user experience (SC 157814).

Bug Fixes

 Updated the search indexer to remove archived Help Center items, ensuring your end users find the most relevant information (SC 99602).

 Fixed an issue where forwarding emails from the helpdesk didn't use the email account's alias address as requested (SC 152843).

 Resolved an issue that caused telephone links in messages and signatures to break (SC 149674).

 Fixed the missing footer logo file in the Help Center, ensuring consistent branding (SC

146648).

 Resolved an issue causing the ticket template creation form to only display 10 organizations (SC 152807).

 Fixed the search button not displaying in the publish section for agents without Create Permission (SC 156643).

 Fixed an issue where the billing log would error temporarily after removing a charge (SC 152156).

 Returned departments to sort by display order when used to group a queue, improving navigation (SC 157030).

 Resolved an issue blocking user creation when using a file-type custom user field (SC 152311).

 Fixed broken scrollbar when using multi-line text fields in the billing app on tickets (SC 153122).

 Improved image handling when loading guide translations in Agent (SC 135910).

 Enabled horizontal scrolling for ticket messages that are too wide to fit in the ticket view (SC 153443).