Deskpro Horizon Release 2023.5

2023-02-01 - Lara Proud - Comments (0) - Deskpro Releases

We're delighted to announce version 2023.5 of Deskpro Horizon. This announcement includes new features that will bring added functionality to some of the core helpdesk features. As well as several improvements to our UI and usability, plus bug fixes. Keeping reading to discover what our team has been working on this week!

New Features

 For the Snippets feature, we added a Macro preview section at the bottom of the app (SC 32938). This will let you preview any Macros that use the Snippet as part of its actions.

You can access this new feature by clicking on the Macro icon at the bottom of a Snippet preview. The number of Macros that use the Snippet will be indicated by the number next to the **Rocket** icon.

Once you've clicked this, the Macros which use the Snippet will be listed below the preview. If you hover over a Macro here, you will be able to see a preview of the actions, and you will also be able to apply it from this window.

The Macro preview will look like this:

 In Kanban mode, we added the ability to drag and drop multiple cards. You can do this by mass-selecting tickets and moving them as a group. We also added the ability to collapse empty columns in the Kanban board to give you a cleaner interface (SC 96640).

 We have added Recipient Details to Ticket Messages. These details will display both in the Ticket Message Thread and Ticket History to provide more context about who has received a message (SC 47371).

 We added an extra layer to the Admin Navigation Bar hierarchy. This will allow us to easily add the new Review Channels into the Navigation without affecting how you interact with the dropdowns (SC 99564).

Latest Improvements

 We’ve limited the number of open tabs you can have to 30. This stops the number of items in the header bar from growing too large and helps to optimize the helpdesk’s performance. If you have more than 30 open Tabs, your overflow will be pushed into your Tab History, and if you have more than 30 in your Tab History these will be closed (SC 96788).

 We have added information about Agents’ working status into Cron Logs, this gives you the ability to access Agent Shift information to ensure any Round Robins are working correctly based on Agents’ past working statuses (SC 99554).

 We have improved the error messages that appear for mandatory fields in the **Create Task** Trigger rule (SC 97662).

Bug Fixes

 We restored the filter function on Admin tables and logs, it will now be easier to select a filter, and applying it will update items in the table or log (SC 92273).

 We fixed an issue where Legacy built-in fields on Ticket Forms were not updating to reflect new custom fields (SC 95099).

 Fixed how Date, Time, and Currency are formatted in Agent Notification Emails, they will now display in a more readable format rather than as plain numbers (SC 94486).

 We fixed an issue with images in Twitter DMs (SC 98818).

 Fixed a bug with the width of the Organization name in the Organization Profile that caused the ⋮ menu to be misplaced (SC 91778).

 We fixed an issue where filtering a Ticket List using the **any** or **none Label** parameter wouldn’t return the correct results (SC 96880).

 Fixed a bug where the default value for Single and Multi-line custom fields wouldn’t automatically fill in on the Ticket Info (SC 97065).

 Fixed an issue where a Timeout Error would occur when loading a large list of Agents in the Admin UI (SC 98971).

 We fixed a bug where Agent notifications would be sent when a Star was added or removed from a ticket (SC 94989).

 We fixed a bug where changing translation while creating a snippet with translations would cause the Snippet app to crash (SC 97532).

 We have fixed the **This week** field on date inputs within the FQL filter builder (SC 98613).

 We fixed an issue where outdated custom field choices were causing an error in the interface (SC 99581).

Patch Release 2023.5.1

 We fixed an issue where the last accessed Queue or List wouldn’t be open when closing a Ticket tab (SC 100222).

 We restored Billing access for all Admins and added settings that ensure they cannot remove their own access (SC 100252 & 100249).

On-Premise Controller Release 2.0.54

We are pleased to announce version 2.0.54 of the On-Premise Controller. This release includes several improvements that will enhance the usefulness of the OPC, plus a patch release to fix a bug.

Latest Improvements

 Ensure that the private key corresponds to the certificate chain (SC 99968).

 Update linked articles for the problem checker (SC 99938).

Patch Release 2.0.53

We pushed this patch fix to ensure users are able to back up the database.

Bug Fix

 Ensure users have the required privileges to back up the database (SC 99652).