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## Deskpro Horizon Release 2024.5

2024-01-31 - Lara Proud - [Comments \(0\)](#) - [Deskpro Releases](#)

We're pleased to announce the release of Deskpro Horizon, version 2024.5.

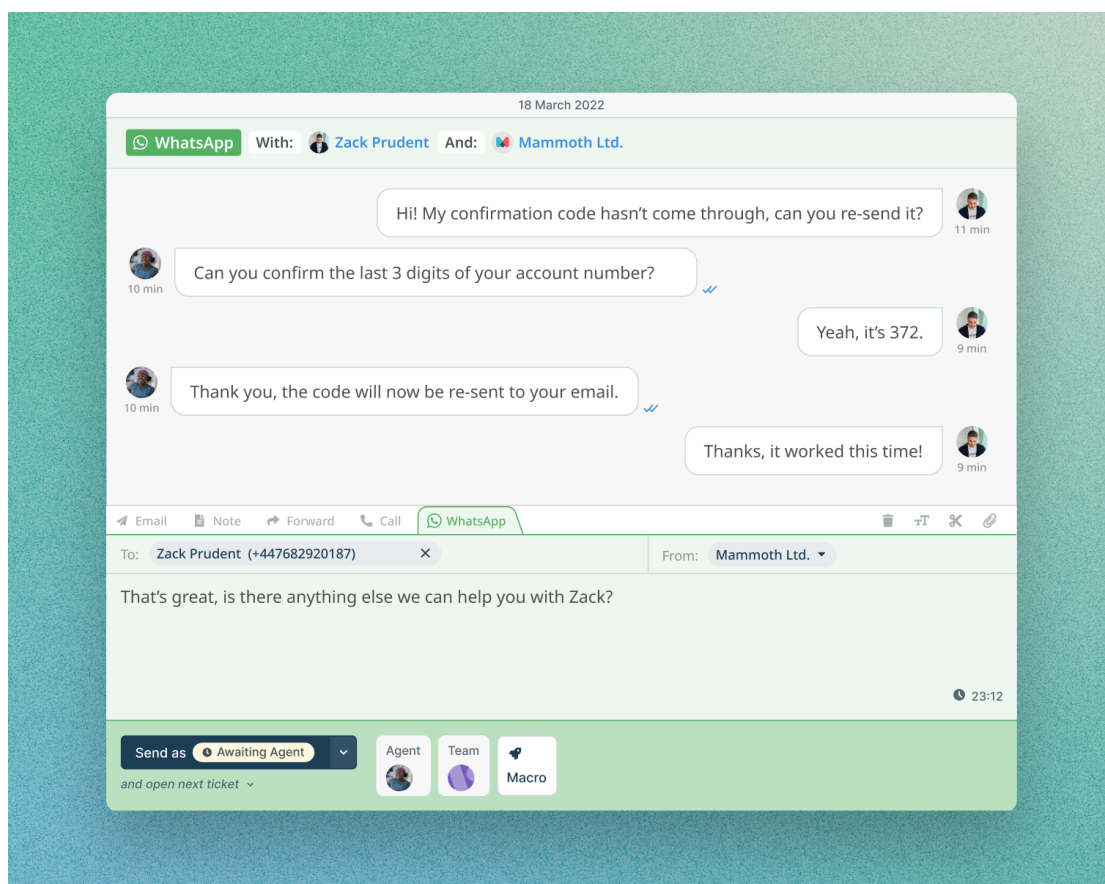
This latest version expands our omnichannel offering with our WhatsApp Channel. Additionally, we've incorporated new criteria for canceling follow-ups, giving you greater control over your automations. We have also rolled out various bug fixes and improvements to ensure a smoother user experience.

Check out the full changelog below for more details on the latest updates to Deskpro.

## New Features

### [Enhance Omnichannel Support with WhatsApp](#)

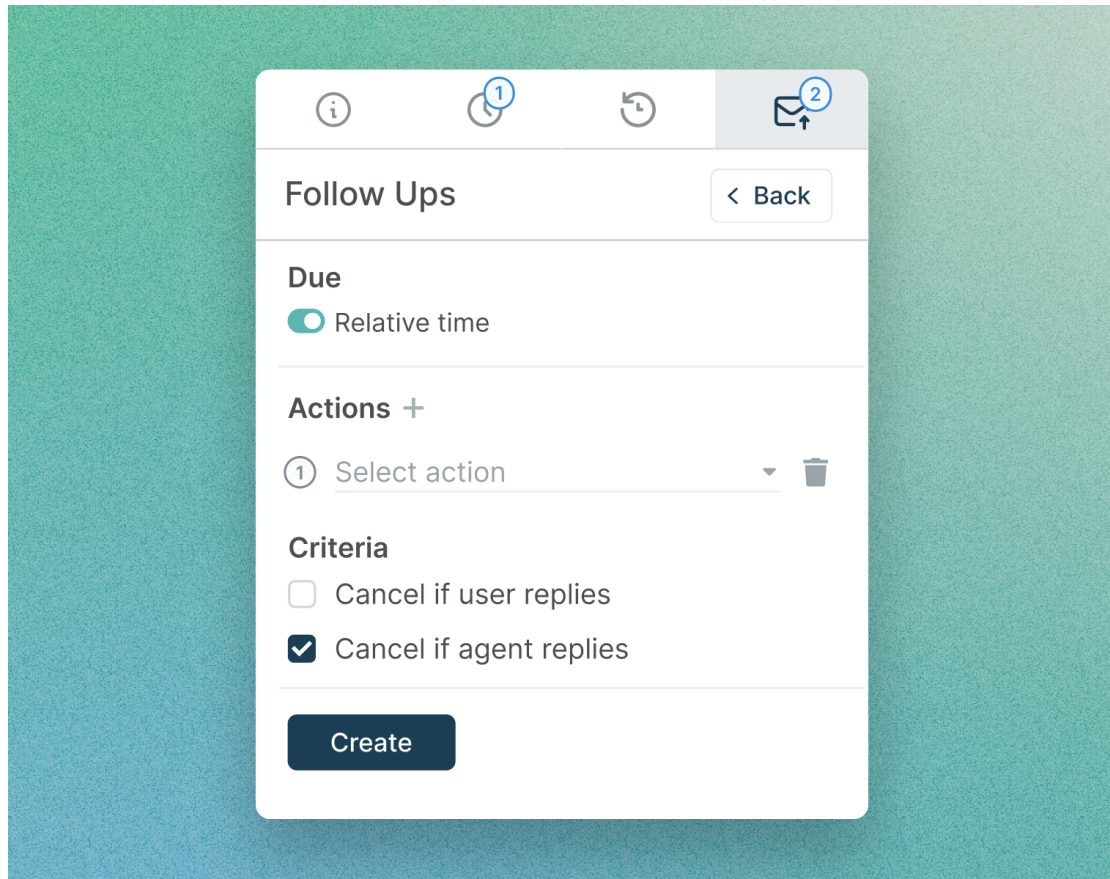
We're thrilled to introduce WhatsApp, our latest addition to Deskpro's omnichannel support! This integration allows you to connect with your customers in real-time on a platform they frequently use (SC 140634, 139273 & 140041).



To get you set up with WhatsApp, follow our guide on connecting WhatsApp to Deskpro: [Admin Guide](#)

If you're already using Deskpro's WhatsApp Channel via Twilio, you can choose to maintain your current settings or switch to our direct WhatsApp integration by following these [instructions](#).

☐ Added an additional option to cancel Follow Up, now you can select to cancel the Follow Up if a new agent reply is added to the ticket (SC 138251).



☐ To improve the convenience of linking your Workspaces, any accounts your agent email address is connected to will be suggested from the Workspaces menu (SC 117769).

☐ For the Shortcut App, hovering over a story's ID will let you click to copy it to your clipboard (SC 136951).

☐ We have introduced Service Specific Clients for OAuth, to improve the user experience when authorizing with Deskpro as you will not need to create an OAuth client ID (SC 123127).

## Latest Improvements

☐ Corrected the image ratio for vertical images in ticket messages to improve how they display (SC 139321).

☐ The On-Premise Controller block on the Admin Dashboard will display the version currently running to provide you with better context surrounding upgrades (SC 136174).

☐ Improved the behavior of attachment download links on tickets to speed up downloads (SC 138973).

☐ Made performance improvements to the Ticket Templates feature to improve loading speeds (SC 134868).

☐ We have improved the setup guide for our YouTrack integration to cover cases of helpdesks using multiple URLs (SC 139840)

## Bug Fixes

☐ Fixed two issues with our Jira Data Center app (SC 135531 & 135944):

- Re-enabled create and edit issue capability.

- Fixed the issue with search results not displaying.

- Resolved an issue where encoding the subject of an email failed due to Arabic characters (SC 137144).
- Fixed an issue with SVG uploads in the create widget menu where the image overflowed the image preview box (SC 136188).
- Resolved issue where the validation message would display when adding a title for a Display Custom Field (SC 133118).
- Updated the example text on the file extension custom field to improve clarity (SC 137537).
- The From Address, whether a helpdesk account or the Agent email address, will be seen in the Forwarding box when Forwarding an email out of the helpdesk (SC 135565).
- Pending tickets will display when filtering by Label (SC 137015).
- Restored the active state for the Agent IM and Search Global Apps (SC 130939).
- Improved the behavior of Ticket Image uploads by ensuring they are marked private, whether a ticket attachment or inline (SC 139864).
- Deleted Agents, or Agents converted to Users, will be removed from automations and as a Ticket participant (SC 137451).
- Resolved an issue where the OpenID Connect setup would save inputs incorrectly and not request them during authentication (SC 130216).
- For the OpenID Connect Authentication usersource, phone and address are now an optional scope (SC 118426).
- Resolved an issue with a Trigger incorrectly stopping tickets from being unassigned (SC 127028).
- When using Agent IM at high zoom, the attachments box will no longer block access to the message input (SC 133705).
- Resolved an issue where Community Topic custom fields were displayed outside their respective Topics. Now, they will only show on Topics they're associated with (SC 135583).
- Resolved a table formatting issue for Ticket messages where text wouldn't wrap and would overflow (SC 137362).
- Fixed an issue in Admin's Help Center Configuration menu where it would load indefinitely when the table contained deleted custom fields (SC 135493).
- Resolved an issue with the refresh button for CRM Lists (SC 132284).
- Fixed an issue with label criteria causing an error for Ticket Search (SC 139917).
- Resolved an issue where ticket replies from another helpdesk would block messages from entering the helpdesk (SC 112954).
- Fixed a bug preventing ticket resolution when a conditional required field was hidden based on criteria not being matched (SC 137811).
- Resolved an issue with the alignment of options in the Actions menu in Admin (SC 136787).
- Disable access to sensitive database fields through DPQL (SC 139869).
- Resolved issues with the business hours criteria for automations (SC 135138).
- Fixed an issue where editing the view of tables in Admin would reset (SC 136501).
- Improved the behavior of the 'Add Agents' function on the Admin Dashboard when an account has reached the agent seat limit (SC 122701).
- Fixed an issue where editing a toggle in one usergroup would affect other usergroups (SC 137565).

## Patch Release 2024.5.2

□ We resolved a migration issue for On-Premise customers by restoring a missing table.

## On-Premise Controller Release 2.13.3

We are also delighted to announce the latest version of the OPC, 2.13.3 which contains several improvements to the On-Premise Controller.

## Latest Improvements

□ Add command to assist with changing Deskpro docker network if required (SC 139479).

□ Limit the size of container logs within the compose files (SC 140013).

□ Optimize MySQL binary logging and name resolution on new installs (SC 140014, SC 139441).

□ Add a problem check for problem notifications not being configured or enabled (SC 139372).