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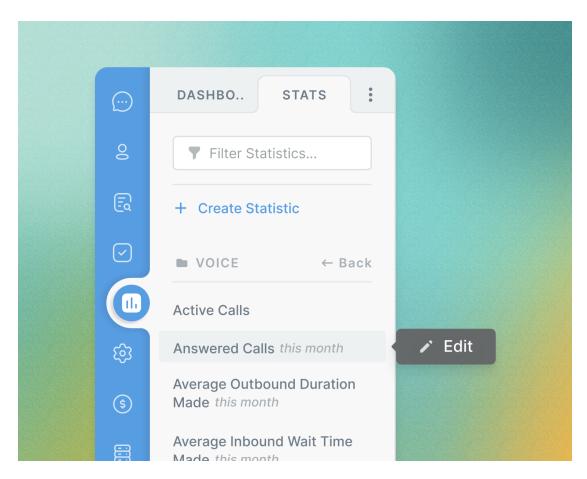
Deskpro Horizon Release 2023.41

2023-10-10 - Lara Proud - Comments (0) - Deskpro Releases

We're pleased to announce the release of Deskpro Horizon, version 2023.41. This release includes several enhancements to product functionality and bug fixes.

Latest Improvements

[] You can now quickly edit a Stat by hovering over it on the Navigation Panel in the Reports Interface.



This update lets you access and edit stats in your helpdesk more efficiently (SC 127244).

☐ We added a check to verify the formatting of CSV headers before attempting to run an import to reduce the likelihood of duplicate headings causing a failed import (SC 117125).

Bug Fixes

☐ The Mass Update Language tool will now let you set the user ticket language to nothing, or update from nothing to a language, where previously this action would fail (SC 98249).

 \square We fixed an app integration issue where actions weren't performed when sending a reply or adding a note if using the "and close this ticket" or "and open next ticket" options (SC 104070).

$\ \square$ Restored the Quick Stats on the Admin Dashboard, to ensure they display default data if the helpdesk stats are empty (SC 127671).
$\ \square$ Ticket counts on the user's sub-search results will now account for Archived Tickets for CC'd Users which previously didn't display in the results (SC 123469).
$\hfill \square$ Fixed an issue where toggling between the Knowledgebase Article editors would cause a URL replacement on non-standard URLs (SC 123024).
\square Creating a new Linked Ticket will now display in the Ticket History tab to provide a clearer history of actions on the ticket (SC 93623).
$\hfill \square$ Fixed an issue where you couldn't scroll down on the Billing Page for On-Premise instances (SC 112758).
$\ \square$ Restored the ability to call the API V2 Endpoint for News, Articles, and Files which previously resulted in an error (SC 128312).
$\hfill \square$ Fixed an issue impacting the migration of HTML in Snippets (SC 128403).
$\hfill \square$ Added some missing validation messages for Trigger actions (SC 124643).
$\hfill \Box$ Fixed the Language dropdown menu alignment on the Email Templates page. (SC 123285).
$\hfill \square$ Restored the Add Label button that wasn't displaying when viewing an Organization Profile (SC 126298).
$\hfill \Box$ Fixed an issue where the Help Center share icons images weren't displaying on Cloud instances (SC 125936).
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$\hfill \square$ Removed case sensitivity for the Label search for Help Center (SC 123550).
$\hfill \Box$ Fixed an issue where loading Macros would result in an internal error (SC 127922).
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$\ \square$ We fixed an issue where tickets were not able to be created via the API with multiple messages with attachments (SC 121094).