Deskpro Horizon Release 2024.37

2024-09-11 - Lara Proud - Comments (0) - Release Announcements

We're pleased to announce the release of Deskpro Horizon, version 2024.37. This release includes some new features our team has been developing, general improvements to functionality, and bug fixes.

New Features

 We've added the ability to include an agent's signature in ticket templates, providing a more personalized touch to your customer interactions (SC 143670).

 We've expanded our multi-language offerings with new packs for Albanian, Armenian, Azerbaijani, Bosnian, Georgian, Icelandic, and Ukrainian (SC 161357).

 Enhance your messaging experience with the support for block quotes in the new Messenger (SC 161119).

 ElasticSearch can now be configured to authenticate via an API key (SC 151912).

Latest Improvements

 We've increased the delay before the chat message preview disappears in the agent interface to 30 seconds, giving you more time to proactively work on issues and provide faster resolutions (SC 161093).

Bug Fixes

 We've resolved an incompatibility issue with AWS Aurora 8.0.34 and other databases that may introduce reserved keywords, ensuring a smoother experience (SC 147589).

 We've fixed an issue with the Files page numbers in the Help Center, making it easier for users to navigate between pages (SC 155233).

 SLAs added to tickets by triggers will now be visible in the ticket's log, providing a clearer understanding of your ticket history (SC 156614).

 Links included in snippets used in the new Messenger will now open in a new tab, making it easier to share information with customers (SC 161330).

 We've fixed an issue with task visibility displaying as private instead of the selected department, ensuring the appropriate agents have the right access to tasks (SC 152447).

 We've resolved an issue with label colors displaying as hex values in the labels page in admin, making it easier to manage your labels (SC 162382).

On-Premise Controller Release 2.21.1

We are also delighted to announce the latest version of the OPC, 2.21.1. This version includes improvements that will provide an increased level of administrator capabilities.

Latest Improvements

 Disable HTTP caching on the help center pages by default (SC 163380).

 Generate a daily local-only heartbeat in OPC with environment information (SC 155801).

 Improvements to cluster synchronization (SC 141820, SC 147767).