Deskpro Horizon Release 2024.39

2024-09-26 - Lara Proud - Comments (0) - Deskpro Releases

We're constantly working to improve our product, and we're thrilled to share the latest updates with you for version 2024.39. Our team has been working hard, squashing bugs and introducing new features to improve your experience.

New Features

⦿ Engage Visitors Instantly with Proactive Chat

Proactive chat is now available in Messenger, allowing you to reach out to users visiting your website or Help Center without them needing to interact with the widget first (SC 151408).

⦿ When users submit a URL via the link interaction in the new Messenger, it's now clickable for both agents and users, improving navigation (SC 162995).

Bug Fixes

⦿ We've hidden the delete button from HC content for agents without the necessary permissions, ensuring a cleaner and more intuitive interface (SC 159820).

⦿ Signatures now display images exactly as specified by the agent, ensuring your communications look just right (SC 158398).

⦿ The "Send test Email" function now correctly uses the selected ticket, streamlining your email testing process (SC 157049).

⦿ We've resolved an issue in the new Messenger that disrupted the intended chat flow after collecting a user's email, providing a seamless user experience (SC 163620).

⦿ The article count within Knowledgebase categories now updates automatically, keeping your data current and accurate (SC 117961).

⦿ The image editor toolbar now closes promptly, preventing any unnecessary clutter (SC 129994).

⦿ Fixed an issue where the icon picker on the custom card for the new Messenger in admin wouldn't close, making customization smoother (SC 163559).

⦿ Attachments in the Snippets drawer now open in a new tab with a simple click, enhancing your workflow (SC 144719).

We've fixed an authorization setting in Admin that was overlapping its text, ensuring better readability (SC 111128).

 We've also fixed a bug that caused the new Messenger widget to be pushed out of position on mobile devices

On-Premise Controller Release 2.21.2

We are also delighted to announce the latest version of the OPC, 2.21.2. This version includes new features and some general improvements that will provide an increased level of administrator capabilities.

Latest Improvements

 Update internal Redis service and configure with superuser (SC 156716).

 Improve compatibility checks for instances running on OPC before updates (SC 163830).

 Enabled certain non-essential services used by the OPC to be disabled (SC 164075).

Bug Fixes

 Improve the installation experience when using Ubuntu 20.04 with FIPS enabled (SC 164064).