

Clicking on anchors within articles in the Agent interface doesn't work Finished

- Eric VanTol
- **Forum name:** #Bug Report

When clicking on an anchor from within an article in the Agent interface, a new window is opened and the Agent interface just reloads. It does not take you to the anchor within the page. It seems to work fine in the user interface, though. I feel like if this is something that cannot be resolved, perhaps a more prominent link to view the article in the User interface would be a good band-aid.

Comment (1)

Eloise Rea

1 month ago

Hi Eric, I'm just reaching out as we are doing a review of open bug reports in Deskpro since the release of Deskpro Horizon. I've taken a look into this issue and I believe this should no longer be an issue in Horizon. I'm very sorry for the delay in providing an update here. Do reach out via our webform if you are still experiencing any issues.