Email Template: "Comment Approved" URL contains slug only Finished

- Joe Davis
- **Forum name:** #Bug Report

We are running DeskPRO #356.1. One of our Agents spotted that the 'Your comment was approved' email notification URL was incorrect. It contained the slug, but it wasn't prefixed with our support system's URL. I've worked around the issue by making the following changes to the 'Comment Approved' and 'Comment Deleted' templates in Email Templates-->Published Emails: {{ content.getLink(false) }}{ content.getLink(true) }} The default templates should be updated to correctly resolve the URLs when generating email notifications

Comment (1)

Eloise Rea

1 month ago

Hi Joe, 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 can see this has now been fixed. I’m very sorry for the delay in providing an update here. We have since implemented weekly release cycles and reviews to ensure you are always up to date. Hopefully, you or a colleague will have received some information about Horizon and the upgrade options available. If not, you can find all of the information about Deskpro Horizon here: https://www.deskpro.com/lp/horizon