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### **Deskpro Horizon Release 2024.24**

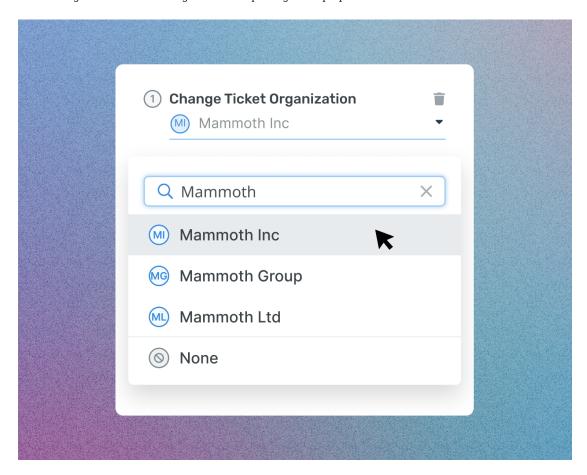
2024-06-11 - James Godwin - Comentarios (0) - Deskpro Releases

We are excited to announce the release of Deskpro Horizon version 2024.24.5. This update brings a host of new features, improvements to functionality and interface, and several bug fixes to enhance your experience.

#### **Latest Improvements**

#### **New Change Ticket's Organization Mass Action (SC 151565)**

The new Mass Action allows agents to quickly and easily set an Organization on multiple tickets at once, streamlining workflows and saving time when updating ticket properties.



- $\square$  The Ticket History now shows when tasks linked to the ticket are completed and by whom, providing greater transparency and accountability (SC 131554)
- ☐ The **Add Email to Organization** menu will now display an appropriate validation message when agents enter invalid email addresses, enhancing data accuracy (SC 151443).
- $\square$  Admins can now see newly created widgets immediately without needing to refresh the page, improving efficiency (SC 147212)
- $\square$  Lists in the Navigation Panel are now sorted alphabetically, making it easier for agents to locate the lists they

# **Bug Fixes**

$\square$ The Permission Group, Usergroup and Agent Profile drawers in admin now correctly display inherited permissions with an engaged lock icon (SC 148131).
$\ \square$ Changing the title of a Guide Page translation will no longer erase the translation's content (SC 143100).
$\square$ The /api/v2/tickets API now handles queries with non-existent organization IDs without returning an error (SC 149819).
$\ \square$ Fixed the indexing of new tickets created without messages by agents using the new ticket form (SC 146698).
$\hfill \square$ The call alert audio now plays correctly after an agent answers their first call (SC 149586).
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$\ \square$ Agents are now prevented from sending US-US SMS if the number is not 10DLC registered (SC 138902).
$\hfill \square$ The agent app tickets permalink now checks for moved blobs, ensuring accurate link redirection. (SC 153543).
$\square$ We have fixed the issue of snippet content being duplicated in the reply box when applied by a macro (SC 154070).

## **On-Premise Controller Release 2.18.1**

We are also delighted to announce the latest version of the OPC, 2.18.1. This version includes new features and some general improvements that will provide an increased level of administrator capabilities.

## **Latest Improvements**

☐ Stop instance when restore is in progress if requested to ensure data integrity (SC 143619).