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2024-07-02 - James Godwin - Comentarios (0) - Deskpro Releases

We're pleased to announce the release of Deskpro Horizon, version 2024.27. This release includes several improvements to product functionality and bug fixes.

☐ To improve agent experience when making changes to tickets that will result in the agent losing visibility of

Latest Improvements

the ticket (i.e. assigning it to a department they don't have permission to view). We have added a menu to warn agents before they make the change to ensure they're aware of the action (SC 152353).
\square To make it easier to diagnose issues with tickets we have added dumps of the ticket_filters2 table to the ticket debug file (SC 154454).
☐ We have added support to query against the people_orgs table in Reports and using the API. This allows you to query all the different organizations a user is in (SC 152185).
Bug Fixes
\square Users created during the creation of an organization will now inherit the organization's usergroups and thus will have the associated permissions (SC 152754).
\square We have fixed the mobile app so agents can edit radio button fields (SC 153422).
\square The ticket properties panel has been fixed so that when agents adjust the width of the panel the context will adjust to the available space (SC 150282)
\square When a queue is grouped the sub-queues will now display in alphabetical order in the navigation panel (SC 153101).
\square We have fixed an issue with the Round Robin admin menu that prevents admins from editing the title (SC 151447).
\square We have resolved an issue with displaying the correct Ticket subject on the various social channel tickets (SC 153837).

On-Premise Controller Release [2.19.0]

We are also delighted to announce the latest version of the OPC, [2.19.0]. This version includes new features and some general improvements that will provide an increased level of administrator capabilities.

Now when users view tickets on the Help Center they will be able to see images sent with height and width

Latest Improvements

attributes (SC 151252).

☐ Support configurable severities in problem feed (SC 156179).

 \footnotemark Handle the case of incompatible database dumps from the latest versions of MariaDB (SC 155152).

Bug Fixes

 $_{\square}$ Update container default networking configuration to restrict access to internal port-based routing that could be abused in some environments (SC 156129).