

Deskpro Horizon Release 2024.3

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We're excited to present Deskpro Horizon, version 2024.3, with brand new features including enhancements to the CSV Importer for Ticket Data and a new 'Download All' button for ticket attachments. This update also brings general product improvements and bug fixes for a smoother user experience.

New Features

□ [Deskpro's CSV Importer now allows ticket data importing](#)

We're excited to announce an enhancement to our CSV Importer feature. While previously, you could easily import User and Organization data, we've now expanded this functionality to include the importing of Ticket Data (SC 138508 & 138652).



You can now effortlessly import and organize your ticket data from one place. This feature enhancement is part of our ongoing efforts to improve the data transfer experience in Deskpro.

For more information, see the [Admin Guide](#).

□ We've introduced a new feature that allows you to download all ticket attachments at once. Simply click the newly added button, and all your attachments will be conveniently downloaded as a single zip file (SC 132902).



Bug Fixes

□ We removed the option 'Deskpro Universal Login' in CRM > Auth & SSO menu as the option isn't available for End-Users, only Deskpro Agents (SC 123473).

□ Added missing translations for Ticket Statuses on the Help Center (SC 136189).

□ Entities (Users and Organizations) created through CSV import will be added to the search index to ensure they're returned as results (SC 135067).

□ Changed the size of the icons on Guides display to improve the appearance of the tabs on the Help Center (SC 121492).

- We restored the missing validation criteria for the Send SMS via Twilio Trigger action (SC 130782).
- We restored the ability to interact with the pagination when carrying our label search on the Help Center (SC 114211).
- Community custom field data is now available for Reports (SC 134243).
- Restored the ability to make a Snippet in a Category private (SC 133990).
- We've resolved a problem with Toggle Fields in tables within the Admin interface. You can now sort the order based on whether the Toggle is Enabled or Disabled (SC 76301).
- The Publish image uploader will allow agents to upload videos to Knowledgebase Articles (SC 89346).
- The CSV Importer will import comma-separated fields for a multi-select custom field and separate the values into individual choices (SC 136447).
- Fixed an issue with the Google Analytics tag not being visible post-migration (SC 129076).
- Resolved the inconsistent French translation for resolved tickets (SC 135556).
- We added support for MariaDB for database migration (SC 137404).
- Add missing text for the Select Agent field on the Voice menu (SC 132360).
- Restored the behavior where your cursor will auto-focus on the search bar when you open the Global Search app (SC 135942).
- Resolved an issue where 2FA would impact access tokens for attachments on Knowledgebase Articles and result in an error (SC 138102).
- We have added an Admin GraphQL endpoint for creating an upload session ID (SC 137031).

Patch Release 2024.3.1

- Fixes a migration.

On-Premise Controller Release 2.13.1

We are also delighted to announce the latest version of the OPC, 2.13.1. This version includes new features and some general improvements that will provide an increased level of administrator capabilities.

Latest Improvements

- Update the alerting limits on the problem checker Load Average check to give fewer false positives (SC 138827).
- Support the use of MariaDB as an external database for an instance (SC 137408).

Bug Fixes

□ Skip available disk space checks when importing an instance via SSH if an external database is in use (SC 136716).