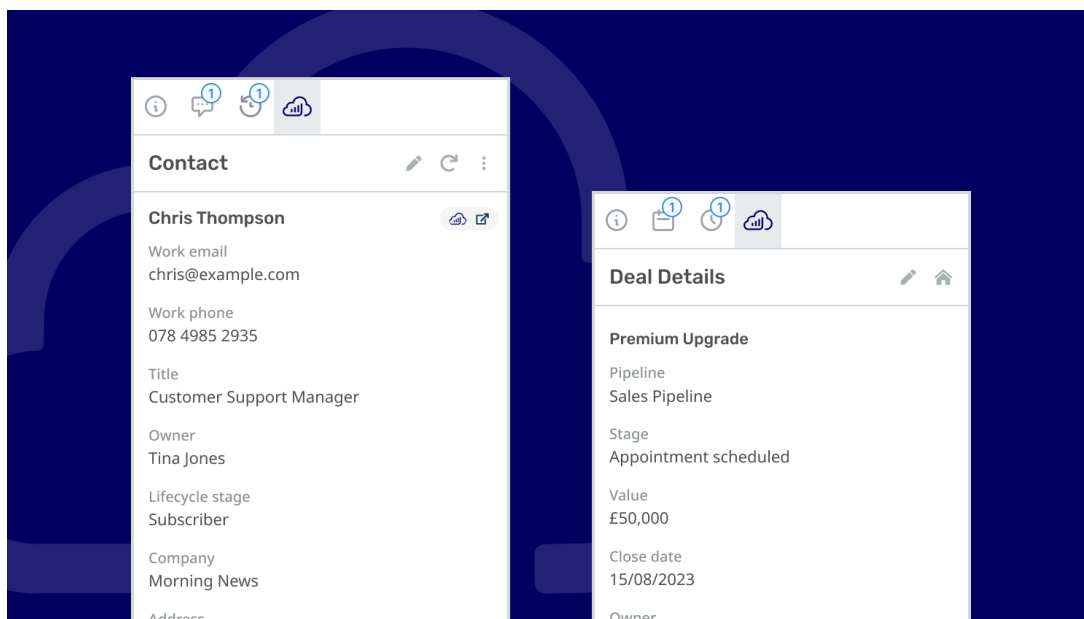# Deskpro Horizon Release 2024.38

2024-09-18 - James Godwin - Comentarios (0) - Deskpro Releases

We're pleased to announce the release of Deskpro Horizon, version 2024.38 This release includes several new features our team has been developing, general improvements to product functionality and interface, and bug fixes.

New Features

[] Streamline Customer Management with Sellsy for Deskpro

Take your customer management to the next level with our new Sellsy app, seamlessly integrating your CRM data with Deskpro. Sellsy is an all-in-one CRM software that simplifies sales and financial management by bringing marketing, sales, invoicing, and cash flow management into a single platform.

With the new Sellsy integration, you can:

- **Link Contacts:** Automatically search for users in Sellsy and display their information alongside tickets.

- **View Contact Data:** Access key information without leaving Deskpro.

- **Edit Contacts:** Update Sellsy contacts with new information from tickets.

We've enhanced our Chatbot with all new Chatflow inputs and interactions

 Phone number inputs in Chatflows will let users effortlessly enter phone numbers with a dedicated field in the Chatflow, complete with a country code dropdown. Built-in validation guarantees compliance with regional formats, preventing invalid or incomplete numbers (SC 156400 & SC 156403).

 Our new input field exclusively for numbers includes validation to accept only integer values, blocking decimal and non-numeric entries (SC 156404 & SC 156404).

 We've added link interactions so when users send URLs via the Chat agents can click and view them instantly (SC 156386).

 For date and time inputs, users can select specific dates or both date and time with a user-friendly calendar and time picker tool (SC 156391).

 You can now add Custom cards on the Messenger Home tab; this lets you configure an image, icon, title, and text to display custom information on your Messenger Widget (SC 161391).

Latest Improvements

 When replying to a user via Chat you can now use backticks (`) to format the text as inline code (SC 140514).

 We have added further safeguards to Messenger to ensure user profiles are updated only if user identity is confirmed (SC 161641).

 Addressed some visual inconsistencies in the styling of the Chatflows interaction menu in the Admin interface (SC 155407).

 Update elastic mappings to support ES8 for On-Premise customers (SC 163386).

 Improved the reliability of the upload when updating an Audio Greeting for Voice (SC 151893).

 Refactored apps, eliminating iframe-resizer dependency for better content sizing (SC 124017).

Our Wrike app will now ask for your host URL to allow integration with Wrike accounts using different data centers (SC 159386)

Our Copper app can now create new contacts and lets you choose which existing contact you want to link your Deskpro user to (SC 151208)

The Copper app also now supports the creation of new opportunities, notes, and activities tied to your linked contact (SC 151668)

Bug Fixes

 To avoid confusion the add AI connection button will be disabled when a connection already exists (SC 161314).

 Resolved an issue for customers using a database to store files to ensure they can now upload large article attachments without issues (SC 158705).

 When the language field has not been set on a ticket, the help desk's default language will no longer be displayed as the ticket language (SC 151903).

While adding a new Billing charge to a ticket, switching between the "Amount" and "Time" tabs will no longer clear the forms (SC 150766).

 Agents can now search for and find draft articles using global search (SC 160287).

Interacting with a non-mandatory text field that has Regex validation, will no longer block agents from creating tickets (SC 156801).

 We have fixed the issue stopping agents from downloading PDFs of tickets(SC 158182).

 Fixed overflow formatting of long statuses on the Community Forum page (SC 152437).

 Fixed the issue of saving a brand logo when you have multiple brands configured (SC 157218).

 We have fixed the problem of users being incorrectly redirected to the home page after logging into the Help Center using 2FA (SC 159415).

 Fixed Messenger so that the default chatflow avatar and persona will not be displayed when a chat request is routed to an agent (SC 161159).

 Fixed the replacement of variable in Subject when creating a ticket using a template (SC 154361).

Fixed wording of message displayed when user resolves their ticket on Help Center. (SC 161814).

 Ensured that agents will not be impeded from interacting with voice and chat request alerts by other UI elements (SC 158984).

 Updated the snippets app to prohibit snippets with inline images from use in Messenger. (SC 161320).

 Fixed a bug in the Jira app causing field values not to be returned when using custom field mapping (SC 157824)

 Fixed a bug in Azure DevOps which could cause an error when trying to create new items with certain custom fields (SC 152724)