



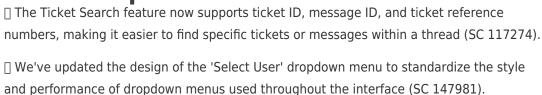
Deskpro Horizon Release 2024.18

2024-04-30 - Lara Proud - Comments (0) - Release Announcements

We're thrilled to launch Deskpro Horizon, version 2024.18. This release is packed with new features including enhancements to data import capabilities, updates to Help Center fields, UI improvements, plus various bug fixes to improve your overall experience.

New Features
☐ We've introduced Agent Only fields to Files. This means you can now create fields
exclusively visible to Agents working in the helpdesk enhancing privacy and enabling better
data management in your Files system (SC 110246).
$\hfill \square$ Admins can now view any errors related to a phone number connected to their WhatsApp
Business Account. When an admin clicks on a disabled number, a menu will open displaying
these errors providing better access to information regarding phone number health status
(SC 147304).
$\hfill \square$ You can now import Organization address and social channel data using the CSV Importer.
This update means during an organization CSV data import, Deskpro will allow you to map
and import organization contact data for more streamlined data organization (SC 148780).

Latest Improvements



Bug Fixes

☐ We fixed several issues that affected tickets, which were previously appearing in the
wrong ticket queue. Now, the queue rules are correctly implemented to ensure tickets are
displayed in their appropriate queues (SC 144273).

 $\hfill \square$ Resolved an issue where custom date fields were displaying incorrectly in the ticket properties and will now match elsewhere in the interface (SC 147991).

directed to the Admin Interface as expected (SC 135970).
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☐ We've fixed an error where a validation error was incorrectly appearing for the Trigger Criteria "is not set". Now, it won't unnecessarily ask for a value (SC 144401).
☐We've corrected an issue that affected how we manage resources when saving hot-linked images, improving the stability and performance of our image caching process (SC 149369)
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$\hfill \square$ We've addressed an issue where the Macro menu would open behind the ticket preview menu when applying a Macro (SC 147336).
$\hfill \square$ Resolved an issue where the incorrect Confirm Deletion message would show when mass deleting items in the Admin interface (SC 149098).
\square We have fixed the issue where macros would not load for some customers (SC 149833).
☐We have stopped IDs erroneously displaying on messages (SC 149792).

On-Premise Controller Release 2.16.4

We're also delighted to share the latest version of the On-Premise Controller which includes enhancements which extend the functionality of the OPC.

Latest Improvements Support installation on Ubuntu 24.04 (SC 150140).