

Deskpro Horizon Release 2022.21.0

Lara Proud - Comment (1) - Release Announcements - 2022-05-24

Improved ticket filtering functionality for Agents

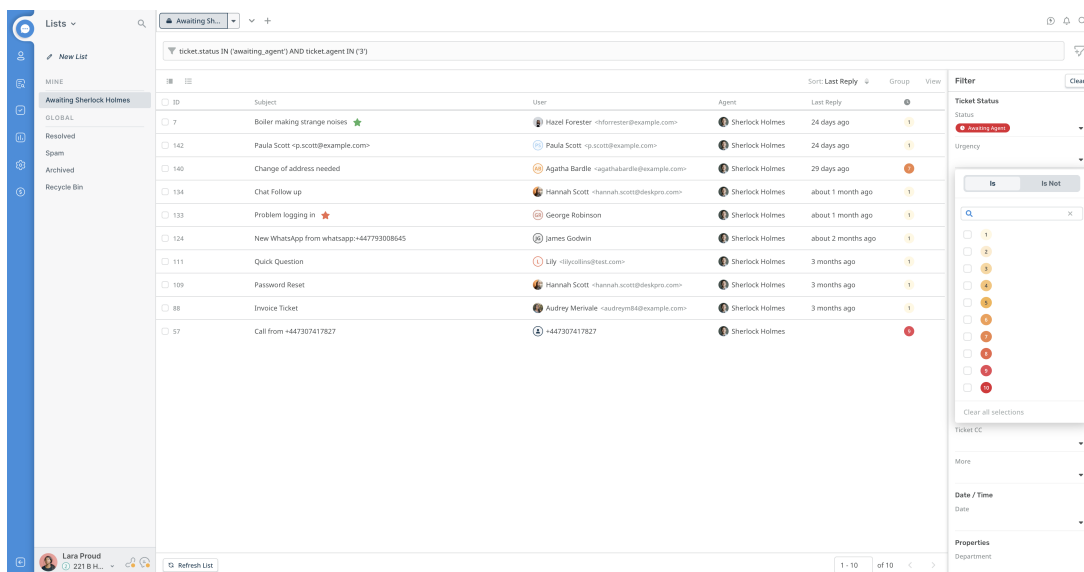
We are pleased to announce our latest release which includes the addition of our new **List .Builder**

We have been working hard to continuously improve the power and functionality of filtering tickets in Deskpro. This feature gives Agents the ability to create Lists of queries, simplifying the process of creating ticket lists. An advanced builder is also available in the .filter header

(List Builder (SC 72315 & SC 72181

The list builder lets agents easily create custom ticket lists for their own, or global, use, it operates using simple query filters so that there is no need to use code to create search filters. Agents can then go back to these filters as needed to generate lists of tickets that .match the specific criteria

The list builder uses intuitive 'is/is-not' filter options which enable agents to quickly create highly specific ticket lists based on a number of query fields that will be saved on their lists tab. To access this feature, go to the primary drop-down on the navigation panel in the .ticketing interface, from here you will be able to generate new list queries



The screenshot displays the Deskpro interface. On the left, there is a navigation sidebar with a 'Lists' dropdown menu. The main area shows a list of tickets with columns for ID, Subject, User, Agent, and Last Reply. A filter panel is open on the right, showing 'Ticket Status' with a dropdown menu set to 'Awaiting Agent'. Below this, there are 'Is' and 'Is Not' filter options with a search input field. The bottom of the interface shows a user profile for 'Lara Proud' and a 'Refresh List' button.

ID	Subject	User	Agent	Last Reply
7	Boiler making strange noises	Hazel Forester <hforester@example.com>	Sherlock Holmes	24 days ago
142	Paula Scott <p.scott@example.com>	Paula Scott <p.scott@example.com>	Sherlock Holmes	24 days ago
140	Change of address needed	Agatha Bartle <agathabartle@example.com>	Sherlock Holmes	29 days ago
134	Chat Follow up	Hannah Scott <hannah.scott@deskpro.com>	Sherlock Holmes	about 1 month ago
133	Problem logging in	George Robinson	Sherlock Holmes	about 1 month ago
124	New WhatsApp from whatsapp:+447793008645	James Godwin	Sherlock Holmes	about 2 months ago
111	Quick Question	Lily <lilycollins@desk.com>	Sherlock Holmes	3 months ago
109	Password Reset	Hannah Scott <hannah.scott@deskpro.com>	Sherlock Holmes	3 months ago
88	Invoice Ticket	Audrey Menvale <audreymval@example.com>	Sherlock Holmes	3 months ago
57	Call from +447307417827	+447307417827	Sherlock Holmes	

This feature enables agents to make full use of the filtering functionality that already exists in Deskpro in a more simple manner, for both personal and global ticket lists

See above the intuitive drop-down 'is/is-not' filter that agents can use to create ticket lists, they can either select from the options or search for the specific query they want

Other new features in this release

(You can now create tickets by sending WhatsApp messages (SC 68675 [□](#))

(We've added the ability to merge agent accounts (SC 58144 [□](#))

Implemented increased monitoring for failed inbound SMS and WhatsApp messages (SC [□](#) 68097)

(You can now see the number of 'views' on guide pages in the agent interface (SC 59585 [□](#))

The improvements we've made

We've improved the responsiveness of the UI, so the data stays up to date with changes [□](#) (and reduces the need to refresh (SC 71927

We've improved the visibility of chat conversations in the Help Center ticket list so you [□](#) (can easily see the most recent chats from your profile (SC 70640

For On-Premise customers, when defining a brand's domain you can select from domains [□](#) (configured in your OPC (SC 71439

You no longer need to save breadcrumb categories for Help Center content, they will [□](#) (update inline (SC 61163

(We've updated the phrase descriptions for permission groups to add clarity (SC 56218 [□](#))

We've streamlined the agent experience for approving or disapproving community topics, [□](#) (newly submitted topics are now visible in table view without needing to refresh (SC 58769

We have made the process of splitting a ticket clearer, by adding better loading indicators [□](#) ((SC 60440

We've improved the look of the drop-down selectors on the email template editor (SC [□](#) 62827

For OPC customers, key information such as helpdesk logo and license status is displayed [□](#) (per instance (SC 71440

(We've added pages in Admin for you to activate SMS and WhatsApp! (SC71141 [□](#))

Bugs that have been fixed in this release

(You can now access ticket translation tools directly from the ticket reply box (SC 72080 [□](#))

If you don't have Voice set up you will be directed to activate a Voice account when trying [□](#)

.(to access SMS and WhatsApp (SC 71141

Fixed an issue where the Saved Searches page for News didn't load if it contained
Searches that were created by agents who were then converted into users. Also, fixed
.(grouping, filtering, and ordering by permission for the table (SC 72140

The reply channel will now render where a ticket has no Twitter message history (SC
.(71328

.(The correct recipient will now display on the outbound Twitter ticket log (SC 71988

Fixed UI bug that stopped users from being able to turn off 'Only if' Login action (SC
.(67396

Resolved an issue where the incorrect expiry date was displaying on the billing dashboard
(SC 72327

.(We've fixed the way that number fields display (SC 65514

Users who are logged in and submit a ticket through the Help Center form will now be
processed as registered users so any triggers for the registered users' usergroup will run
.(SC 71811

.(You are now able to set up a custom brand domain (SC 68633

We have improved validation on our user forms, so banned email domains will not be able
.(to submit tickets and become a user on the helpdesk (SC 65395

It is now not possible to send an empty email or note, which was previously occurring
.(when agents had their signature enabled (SC 64565

.(When going into guides the navigation won't collapse when the guide loads (SC 72612

The new user form can be closed by clicking cancel and when an invalid email is added an
.(error will display to prompt the agent to add or delete the input (SC 67595

When looking at a user's profile you will be able to use the pagination to navigate the list
.(of their tickets, this has also been fixed for organization profiles (SC 64315

When @mentioning another agent with a link, the links will display correctly in Agent IM.
.(SC 65960

When social channel tickets are deleted, the action will be displayed in the history log (SC
.(70448

You will only be able to see phone numbers that have SMS capabilities in the SMS setup
.(SC 69435

You can now copy and paste HTML content into the Help Center editor and it won't
(disappear (SC 68567

The table editor controls will no longer remain on the screen when you move to a different

.(tab (SC 61525

.(Fixed validation when an admin edits a brand's default department settings (SC 66511 □

Fixed the display state for when a brand has been deliberately set up with no default □

.(department (SC 59822