Deskpro Horizon Release 2022.33.0

Lara Proud - Comment (1) - Release Announcements - 2022-08-16

We are pleased to announce the release of Deskpro Horizon, version 2022.33.0. This release includes several new features that our team has been developing, general improvements to the product functionality and interface, and bug fixes.

New features in this release

We have upgraded our GitHub App, so you can now add issue comments, edit an issue ⬜ and append comments from Deskpro replies (SC 78694).

Improvements we have made

We've added a function to clear site data when an agent logs out of the helpdesk (SC ⬜ 83431).

We improved the 'Enabled' state for toggles in the user sources (SC 82975 ⬜).

We have improved the logic that checks migrated old reports against already migrated ⬜ reports to avoid the creation of duplicates (SC 82346).

We have improved the UX for adding and editing across both guides and categories (SC ⬜ 71706).

We have added functionality to clear login tokens upon logout or a password change for ⬜ added security (SC 80704)

We have improved the UI and behavior of the active voice ticket cards, so they will show a ⬜ clear recording state and update when a call ends (SC 76802).

We have improved the design and UI of the Approval Template drawers to add clarity for ⬜ who gets added as an Approver (SC 46247).

We have significantly improved the performance of the snippet search and preview ⬜ feature (SC 81413).

To avoid failures caused by intermittent network issues, Deskpro will now retry requests ⬜ up to 3 times. (SC 83218).

We've added a route that prevents ad-blockers from blocking issues sent to our error logs, ⬜ this will allow us to understand and investigate any errors our customers encounter (SC 83635).

The Salesforce App will now allow sandbox accounts (SC 83523 ⬜).

Bugs fixed in this release

.(Community topic search has been fixed (SC 83426 ⬜

.(We fixed an issue that was occurring on newly created custom templates (SC 82008 ⬜

ElasticSearch will now skip wrong parameters to improve the accuracy of the searching ⬜
.(functionality (SC 77965

.(We fixed an issue where phrase labels were showing in Guides (SC 83204 ⬜

We fixed an issue that caused an error if a ticket with no message was created (SC ⬜
.(83300

We have resolved the issue where deleted tickets, without a correct tickets_deleted ⬜
.(record, were going stale and not being deleted (SC 79841

We have fixed an issue that allowed leading and trailing spaces on the secondary email ⬜
.(input on the user profile (SC 81987

We have fixed a bug where the 'Update Triggers' tab would erroneously load 'Reply ⬜
.(Triggers' (SC 82645

.(We have fixed some UI regressions in the Navigation Bar (SC 82746 ⬜

We have fixed an issue that stopped Agents from editing dashboards they have ⬜
.(permission to edit if they are not a Reports Administrator (SC 69848

We fixed an issue that stopped Snippet shortcodes from displaying if there was no defined ⬜
.(language (SC 82980

The bug that made user's unable to click on a Snippet shortcode from the inline search ⬜
.(feature has been fixed (SC 82687

We fixed an issue where additional actions on Triggers weren't saved if they already had ⬜
.(an existing Webhook action associated with them (SC 82632

We have fixed pre-filling form fields so a URL that auto-fills fields will not result in an error ⬜
.((SC 82842

We have fixed an issue where HTML content for Articles and News templates wasn't being ⬜
.(retrieved (SC 81141

We fixed an issue where Snippets weren't retrieved when the language was null (SC ⬜
.(80301

We have fixed a bug that prevented user's from editing custom language phrases (SC ⬜
.(81502

We have fixed the issue where audit logs were missing changes to Ticket Triggers (SC ⬜
.(82254

We fixed an issue where links weren't working for custom domain names that were saved ⬜

.(without trailing slashes (SC 79207

We have fixed an issue where inline images were saved incorrectly as temporary blobs
during content creation. This fix will be effective across Articles, News Posts, Snippets,
.(Community Topics, Guide Topics, and Content templates (SC 74209

On-Premise Controller Release 2.0.30
We are also delighted to announce the latest version of the OPC. This version includes a
.feature and several bug fixes

New features we've created
Validate S3 bucket policy settings to ensure certain attachments are not publicly
.(accessible and add a daily problem check to re-validate (SC 82844

Bugs fixed in this release
.(Allow the deskpro_net docker network have a configurable subnet range (SC 83076

Allow sending of problem emails via SMTP servers whose certificates might be invalid,
.(e.g., shared mail servers (SC 83361

.(Prevent checks on the container status when an update is in progress (SC 81487

Catch errors when trying to view an instance page when the instance has been deleted
.((SC 83268

Do not send a network request for every character typed when adding a domain to an
.(instance (SC 78931