

Deskpro Horizon Release 2022.36.1

Lara Proud - Comment (1) - Release Announcements - 2022-09-06

We're delighted to announce the latest release of Deskpro Horizon, version 2022.36.1. This release includes some exciting new features, improvements to the interface and functionality, and a number of bug fixes

Our new features

[We have implemented a quick copy function, so Agents can now quickly copy the data from fields on Tickets, and User and Organization Profiles](#) (SC 79320)

We have upgraded our [Shortcut](#) app to support their custom field functionality, and you will be able to select different options from within Deskpro (SC 81135)

[You can now view the full Email Message Source for tickets](#) (SC 76820)

[You can add Snippets and Attachments to Follow Up reply actions](#) (SC 72879)

Improvements included in this upgrade

We have improved the design of how Comments are displayed and updated the UI of the Comment response box in the Agent interface for Publish and Community (SC 70501)

We've enhanced the performance of searching for Help Center content in the Agent interface to ensure you can search globally for Knowledgebase Articles, News Posts, and Files against their ID and title (SC 81090)

We have improved the behavior of Bulk Adding Agents via CSV file upload. We have optimized how the helpdesk communicates with your licensing information to ensure the Agents are added correctly (SC 78394)

We have made several UI refinements to our Email Templates. We have added tooltips for titles that overflow and improved the behavior of previews (SC 81049)

We added actions to Parent options for custom fields when you hover over them to make it easier for you to edit or delete them (SC 81142)

[You can now use Triggers to set or update field values on a User's record](#) (SC 84098)

We have improved the headings in Guides to ensure styling and anchoring are supported (SC 83542)

Bugs that have been fixed

The count for Department Triggers has been updated, so it will now include any Child
.(Triggers in its count (SC 85110

We have fixed the issue where inline images in email notifications were delivering blurry
.(SC 79378

You can now disable Ticket Escalations using the toggle, both singularly and using a mass
.(action, in the Admin interface (SC 85270

We have fixed a timezone issue that was causing the Latest News pop up to display when
.(the app was closed (SC 85559

The correct phrase translation drawer will open for Help Center Ticket Search when
.(clicked on (SC 83996

We fixed an issue where Triggers with urgency as one of the criteria couldn't be edited in
.(the Admin trigger drawer (SC 83788

The drag and drop option will not display on tables that are sorted in the Admin interface
.(when grouping is applied, except for when grouping is 'Display Order' (SC 65553

We have fixed the behavior of Ticket IDs for merged tickets in the Ticket History tab (SC
.(83021

The 'Copy Triggers' dropdown button will now display correctly, rather than showing the
.(phrase ID (SC 84287

We have fixed an issue where Snippets wouldn't be inserted into the Agent Note reply box
.(but would default to Email reply (SC 81090

We have fixed an issue where the wrong tab would open in the drawer when editing a
.(Departmental 'Ticket Update Trigger' (SC 77377

We have fixed the issue where adding a 'Friendly Name' field for authenticators wouldn't
.(display as the name when auto-synced (SC 73181

The issue where Community Statuses would only group by active or closed status has
.(been fixed (SC 83308

We have fixed the issue where an error would occur when sorting tickets by archived
.(value if no tickets had been archived (SC 84918

We have also fixed an error where an internal error would occur when sorting tickets by
.(language (SC 84916

We fixed the issue that blocked you from creating a new User if there was a label on the
.(profile (SC 84690

Fixed an issue that affected ticket history loading when a 'Merge' action had occurred (SC
.(80669

Grouping ticket queues by different custom fields will no longer cause an error (SC [85368](#))

We have fixed an issue where Ticket history wouldn't load when linked to a deleted [community topic](#) (SC [84109](#))

(Link previews in the reply box will no longer appear behind the buttons (SC [61186](#))

We have fixed a number of issues that impacted custom fields for Macros and Triggers [\(SC 84098\)](#)

We fixed an issue where translated statuses were not generating correctly for print or PDF [\(download SC 83226\)](#)

On-Premise Controller Release 2.0.34

We are also pleased to announce a new feature we've developed for the newest version of the OPC

The new feature we've created

(You can enable scheduled daily backups for your instances (SC [85355](#))