Deskpro

Deskpro Horizon Release 2022.46

Lara Proud - Comment (1) - Deskpro Releases - 2022-11-15

We're pleased to announce the release of Deskpro Horizon, version 2022.46. This release includes several new features that our team has been developing, general improvements to the product functionality and interface, and a number of bug fixes.

New Features

We published our Deskpro Feedback app, which lets you give direct feedback on our proposed features and design development (SC 92257).

We have updated our HubSpot app. We increased the clarity of the messages that appear if you lack permission for an action (SC 93042).

We have added the ability to support multiple emails in the Trigger **Email Body** rule (SC 91729).

Latest Improvements

We have improved the behavior of our **Add Agent Seats** billing window if an Admin attempts to add more agents than the account has licenses (SC 85251).

Diacritical marks are now supported for @ mentions (SC 91443).

We have improved our Search functionality to use exact matching when a search includes punctuation such as a serial number like **se:12345** (SC 92425).

Bug Fixes

We have resolved issues with the Twitter reply box sending public tweets when the first message is a Direct Message (SC 79576).

We have fixed the count that displays for guides in the Navigation Panel (SC 92521).

Fixed the issue that stopped agents from sending emails if they lack permission to change agent assignment, and the option to reassign the ticket will now not display in the reply box if an agent lacks that permission (SC 93044).

We fixed the issue where the Community properties would not scroll if the fields overflow the screen (SC 93380).

It is now possible to set the Trigger action **Delete Ticket** without providing a reason; this ⬜ .(will no longer return an error (SC 92900

Customers who had their portal disabled will be able to enable the Help Center following ⬜ .(migration (SC 90115

Fixed the bug you couldn't set a User's language that was the same as the helpdesk's ⬜ .(default language (SC 88706

We fixed the issue where a trailing slash was missing for ticket links sent via the Slack ⬜ .(trigger (SC 90540

We fixed an issue where Users listed as a member of a Usergroup wouldn't display when ⬜ .(looking at that Usergroup (SC 88695

.(Fixed the issue where resetting the automatic timer would cancel the charge (SC 87990 ⬜

We fixed an issue where deleting a Ticket would stop update Triggers from running (SC ⬜ .(93006

Fixed an issue where Guide page content on the Help Center wouldn't display correctly ⬜ .(after an image, even if it showed in the editor (SC 92567

We fixed an issue where reports that included custom billing data would not show results ⬜ .((SC 84863

We fixed an issue where attachments with a file name including an accented character ⬜ .(wouldn't load for Agents (SC 84794

We fixed a bug where duplicate Queues showed in the Navigation Panel if an Agent had ⬜ .(access to that Queue from more than one of their teams (SC 93152

Fixed a bug where the images in Agent signatures weren't embedded in emails (SC ⬜ .(92976

We fixed the bug that stopped you from creating an Article or News Post from a template ⬜ .(if the title had not been edited (SC 92483

.(We have restored the ability to copy permission group settings (SC 92413 ⬜

Fixed an issue where single and multi-select custom fields didn't automatically save on ⬜ .(Agent forms (SC 92748

.(You can now add a **+** symbol to the **Send to specific email** Trigger rule (SC 92146 ⬜

We fixed an issue where your Queue sorting preferences weren't being remembered if ⬜ .(you logged in from a different browser (SC 93456

Fixed an issue where the count on the Usergroups in the Navigation Panel and the count ⬜ .(in the Pagination were not aligned (SC 93445

On-Premise Controller Release 2.0.44

We are also delighted to announce the latest version of the OPC. This version includes general improvements that will provide greater administrative control over your On-Premise deployment and some bug fixes.

Latest Improvements

 Create a problem check to assist users with migrating to single-tenant Elasticsearch indexes (SC 90514).

Bug Fixes

 Update description of certificate chain in SSL settings (SC 93483).

 Update the link to the migration guide from within OPC (SC 93585).