

Deskpro Horizon Release 2022.48

Lara Proud - Comment (1) - Release Announcements - 2022-11-29

We are delighted to announce version 2022.48 of Deskpro Horizon. Our developer team has been working hard to build new features, add functionality, and fix bugs to enhance your .helpdesk's performance

New Features

We have several exciting new features that will be available to you following this upgrade, :which include

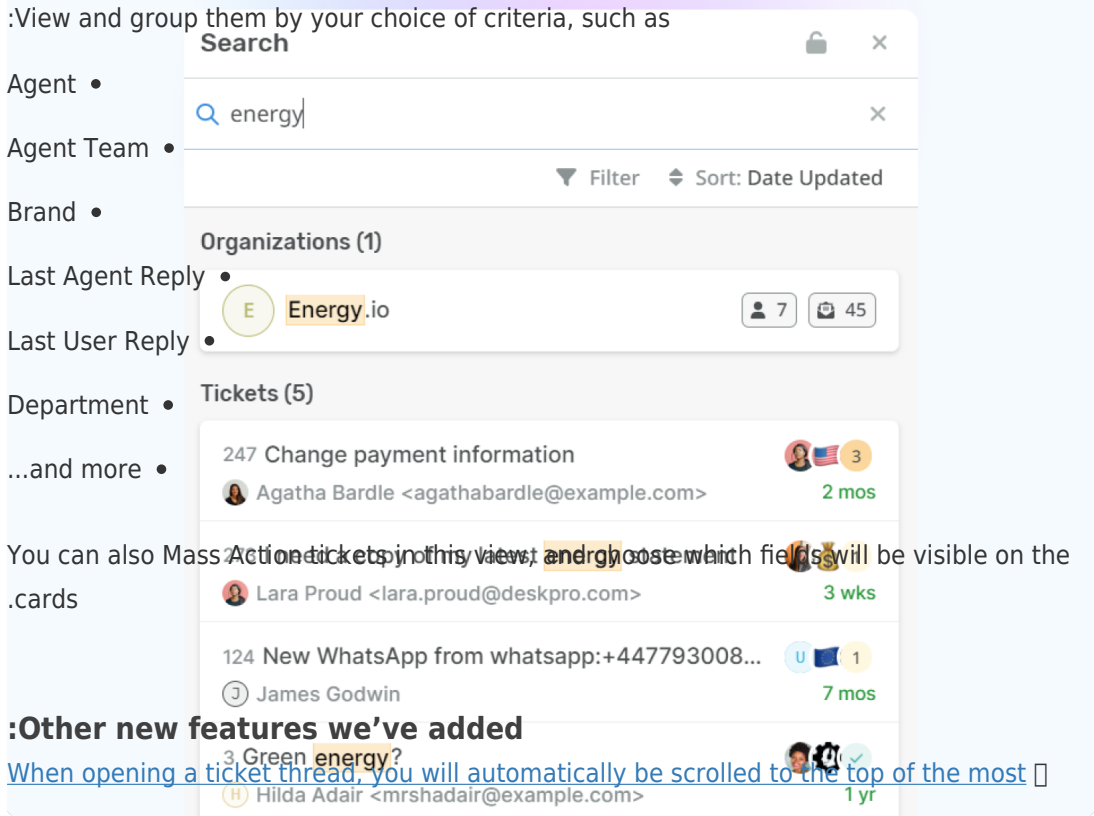
Updated the Global Search User Interface ☐

We want to improve your experience when searching the helpdesk, so [we have updated the design of our Global Search app](#) to make our search functionality more useful and help you .(find items easily (SC 91329

This re-design makes the searching app more organized and intuitive to simplify searching, :here's a sneak peek at the new UI

(Kanban View (Beta Version) )

[We are rolling out the beta version of our Kanban View](#) (SC 89381), an agile work management tool that helps you group tickets in a visual workflow that aids the work process and boosts efficiency. The beta version lets you view your tickets queues in Kanban View and group them by your choice of criteria, such as



The screenshot shows a Kanban View interface with a search bar at the top containing the text "energy". Below the search bar, there are several filter categories on the left side, each with a dropdown arrow: Agent, Agent Team, Brand, Last Agent Reply, Last User Reply, Department, and ...and more. The main area displays a list of tickets under the heading "Organizations (1)". The first organization is "Energy.io", which has 7 agents and 45 tickets. Below this, there are five tickets listed under the heading "Tickets (5)". The first ticket is "247 Change payment information" by Agatha Bardle, updated 2 months ago. The second ticket is "124 New WhatsApp from whatsapp:+447793008..." by James Godwin, updated 7 months ago. The third ticket is "3 Green energy?" by Hilda Adair, updated 1 year ago. The interface also includes a "Filter" button and a "Sort: Date Updated" option.

You can also Mass Action tickets in this view, and choose which fields will be visible on the .cards

Other new features we've added

[When opening a ticket thread, you will automatically be scrolled to the top of the most !\[\]\(339a16584d5da0f0a3ca4e9ec17bf6a1_img.jpg\)](#)

[.\(recent message to give you the most useful context \(SC 90979](#)

[Our new Azure DevOps app is available to be installed on your helpdesk, letting agents](#)

[.\(view and link work items to tickets from the helpdesk \(SC 92908](#)

We have created an API endpoint for per-user fields. Using this endpoint, you should be
able to create a per-user custom field, manage the values per user, get values, and delete
.(the field (SC 94121

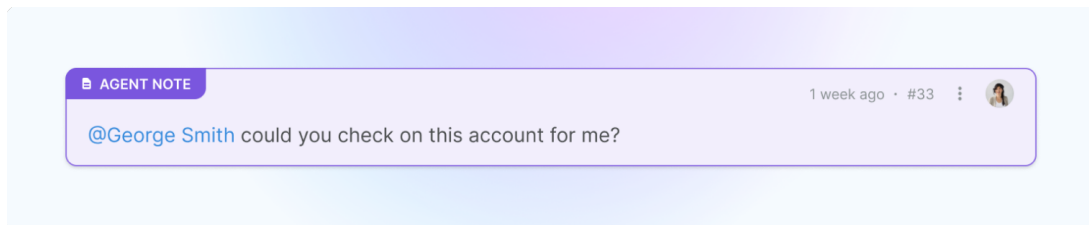
We have added the ability to enter multiple Email Subjects for the “Email Subject

.(Contains” Trigger (SC 94877

Latest Improvements

[We have changed the color of agent notes to purple to make it easier to distinguish](#)

[.\(between agent notes and outbound emails \(SC 90606](#)



We’ve added a Time Out function to Deskpro Voice. If a User gets through to the Auto-
Attendant but does not select any options, the call will be terminated after a period has
.(elapsed, so you do not receive excessive charges (SC 94473

We have improved the Snippet creation form to make the management of where Snippets

.(live easier (SC 85320

Bug Fixes

Fixed the Create Task Macro which was not forming correctly after migrating from V1 to

.(V2 (SC 88430

We've fixed the issue where Social Media messages stopped displaying on tickets once
the channel (Twitter account, SMS number, etc) is disconnected. Now, messages will remain
.(visible on tickets after a channel is deleted (SC 92594

Fixed the incorrect numbers displaying for SLA counts on the Navigation Panel when

.(grouping your ticket queues by SLA status (SC 92439

Fixed SAML authentication for users by making "Restrict access to your Help Center by

.(domain" case insensitive (SC 91685

Fixed an issue where symbols and special characters in the Knowledgebase Category

.(names were displaying incorrectly (SC 92913

Fixed the issue where JWT tokens were expiring because a request triggered the

generation too early. We have also increased the JWT validation constraint expiration time
(to avoid this issue occurring in the future (SC 92404

Fixed an issue where you couldn't re-order a User's resolved tickets on their profile by SLA
(status (SC 93640

We've restored the ability to hide empty custom fields after they have been displayed and
(fixed an issue where toggle fields would not hide when there was no value set (SC 92112

Fixed an issue where empty labels were added to tickets, causing tickets to appear in
queues erroneously. Now, when creating or editing labels, if empty labels exist, they will be
(visible so they can be deleted. (SC 86765

Fixed a problem where in-built fields in the legacy product that were marked as required
(workflow, priority, product, and category) were not migrated correctly. Now, existing
(validation rules will now be enforced on post-migration (SC 93171

Fixed an issue with the News Post and Knowledgebase Article Template search that would
disappear once you began typing. Now, the window will remain open while you enter the
(search (SC 85465

We fixed the ticket merge feature, so recently merged tickets will no longer be suggested
(SC 84504

Fixed the issue where customers in certain time zones were unable to set a date value
(correctly on ticket fields (SC 86829

(Fixed the issue where the label search on Help Center would return errors (SC 93992

Fixed the issue affecting some Macro Criteria and Action rules, where the text inputs
(would display mistyped (SC 91282

Fixed an issue where the **is not** queue criteria was not generating tickets with no Agent
or Team assigned. E.g., if the queue's criteria states **is not Team A**, tickets belonging to
(any other team will be shown in the queue (SC 94669

Fixed how select fields with hierarchical values are displayed in the properties panel, now
when a child value is selected the hierarchy will be visible, e.g., **Europe > Germany** (SC
(84568

We fixed the name of the field input in the Community Forum drawer, where the inputs
(were duplicated (SC 91702

Patch Release 2022.48.1

We have fixed an issue that was impacting Help Center search

Patch Release 2022.48.2

When using Global Search, when an ID matches a reference number this will be displayed
(to show why the ticket is being suggested as a Search Result (SC 95258

You can now search for merged and spam tickets using their ID number in Global Search
(SC 95318

Fixed an issue where the Agent Notes tab was still displaying as yellow on new tickets (SC
(95512

(We fixed an issue that impacted the speed at which lists of users would load (SC 95243

We stopped an issue of duplicate tickets showing when performing an ID search or when
(looking at tickets on a user's profile (SC 95445

On-Premise Controller Release 2.0.47

We are also pleased to announce the latest release of the Deskpro On-Premise Controller,
which includes several improvements and bug fixes

Latest Improvements

Perform basic validation of certificate contents when adding SSL certificates to instances
(SC 94567

Create a problem check to detect external network proxying devices that might be
(problematic for OPC operation (SC 95088

Bug Fixes

Default version to **latest** when importing instances if no version can be auto-detected (SC
(95088