# Deskpro Horizon Release 2023.18

Lara Proud - Comment (1) - Release Announcements - 2023-05-03

We're pleased to announce the release of Deskpro Horizon, version 2023.18. This release includes several new features our team has been developing, general improvements to product functionality and interface, and several bug fixes.

# New Features

More objects can now be translated from the Admin Drawers 🔹

We've expanded the availability of our Admin translation UI for several different helpdesk items. Previously, only some titles were available to translate directly from their menu in the Admin interface, while other titles had to be managed through the Custom Phrase interface (SC 105065).



Now, the titles for objects such as Chat Departments, Ticket Custom Fields, and Community Statuses will be translatable from the relevant menu, making it easier to manage translations.

We added new functionality to the sorting preferences for Help Center to make the 🔹 preferences consistent for Agents when managing Knowledgebase Articles, News Posts, and Files (SC 96671). The changes we've implemented are:

• Added a loading state to indicate that there are more items in the list.

• The sorting preferences will be remembered to make it easier to navigate content when going back to a view.

# Latest Improvements

We improved the navigation for Knowledgebase articles, now if you are within a category 🔹 you can select the Parent Category and be taken back to the top level. Where previously, this wouldn't return you to the top-level category.

We've added icons into the Ticket Reply box for App actions to ensure you can easily 🔹 remove them if required (SC 82887).

We made further improvements to the Ticket Preview menu (SC 89755): 🔹

It is now accessible in Kanban View •

The menu will now remain open if the ticket leaves the Queue •

We added some tooltips to enhance clarity as well as other smaller UI improvements •
.like keeping the color of the Star consistent

We removed some outdated validation rules for built-in fields to avoid confusion (SC 
.(108295

We added a notification to let you know if a Help Center Template hasn't been saved 
.(successfully (SC 97744

# Bug Fixes
:We released updates for the HubSpot and Zoom apps 

**HubSpot:** The app will now display the currency that is set up in your HubSpot •
.account to ensure accuracy

.**Zoom:** We made a correction in the Setup Guide •

:(We fixed two issues with the search function on the Lists feature (SC 107186 

Results will now be returned when using the search bar for Departments, Languages, •
or Brand

The **Date** and **More** fields will no longer be case-sensitive to ensure searching is •
.more effective

We added missing error validations for the custom File field to improve the experience 
while setting the file size limit. And added validation for the upload file limit (SC 98053 &
.(104956

We have removed the ability to delete all Admin users on an instance using a Mass Action 
to ensure there is always an Admin user on an account. Additionally, an Admin can no
.(longer delete themselves from an account (SC 99728

Fixed a bug where Emojis inserted into Agent IM messages would appear on the next line, 
.(they will now appear in line with the message (SC 97988

.(Fix delay when sending IM messages (SC 93231 

We fixed an issue with the Ticket Merge feature where the Ticket Preview was appearing 
.(behind the menu making it hard to get the full context (SC 97334

We fixed the issue where the Deskpro News app would obscure the screen when 
.(accessing Deskpro via the mobile apps (SC 106505

Fixed an issue where the red underline on custom number fields would still appear once a

value was entered (SC 98684).

We fixed an issue where applying the **Add Reply/Note** Macro would cause duplicate responses to be sent (SC 99172).

Fixed a bug with Email notifications for Tasks, now email reminders will be sent to Agents for their assigned Tasks (SC 106167).

We fixed the issue where Ticket Satisfaction would display on tickets even if the ability to view it was turned off on the helpdesk (SC 94454).

We fixed an issue with image resolution for Guide splash images where the image would be positioned incorrectly (SC 108330).

We fixed an issue where some ticket messages wouldn't load if Ticket Satisfaction was disabled (SC 109214).

Fixed an issue where the Global App windows would appear partially in the reply box if opened on a Community Topic (SC 103781).

We fixed an issue where saving one Brand's settings would remove the welcome message from another Brand (SC 97262).

Fixed an issue where you couldn't delete non-repeating holidays in the Business Hours menu (SC 106427).

Fixed an issue with email processing where replies with just action codes would get rejected (SC 94984).

Resolved an issue with missing Snippet values that was affecting some customers with migrated snippet labels (SC 102478).

We have fixed a bug that affected the idle log-out time for the Deskpro mobile app (SC 103931).

# On-Premise Controller Release 2.5.0

We are also delighted to announce the latest version of the OPC, 2.5.0. This version includes new features and some general improvements that will provide an increased level of administrator capabilities.

# Latest Improvements

Make the diagnostic report more lightweight - but retain the ability to create a full report if required (SC 108817).

Add flags to determine which container to run the `inst shell` and `inst php` commands in (SC 109148).

Update the telemetry for Deskpro to distinguish on-prem events (SC 108798).

Output migration errors directly to the OPC progress screen on import (SC 109269).

# Bug Fixes

.(Use a custom port for SSH validation if it is supplied (SC 109013 

.(Allow for host to be set from Windows tray app without secure access (SC 108509 

.(Force pin login when generating a session URL via the API (SC 108528