

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We removed some outdated validation rules for built-in fields to avoid confusion (SC [108295](#))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 [108295](#)

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 [104956](#)
while setting the file size limit. And added validation for the upload file limit (SC [98053](#) &
.

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

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

.(Fix delay when sending IM messages (SC [93231](#))

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

We fixed the issue where the Deskpro News app would obscure the screen when [106505](#)
.(accessing Deskpro via the mobile apps

Fixed an issue where the red underline on custom number fields would still appear once a [106505](#)

.(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 [□](#))