

Deskpro Horizon Release 2023.21

Lara Proud - Comment (1) - Release Announcements - 2023-05-23

We're pleased to announce the release of Deskpro Horizon, version 2023.21. This release includes several new features our team has been developing which will improve visibility and ticket management in the interface, as well as general improvements to product .functionality and several bug fixes

New Features

Apply Ticket Actions quickly with the new menu ☐

[We have enhanced the Ticket Actions menu to improve your ticket handling experience](#) (SC 108561), you can now choose which Ticket Actions you want to quickly select and apply .from the Header Bar



The re-designed menu makes it easier to find and use the Ticket Actions you need, .improving your efficiency when actioning tickets in the helpdesk

Improved control over the User and CC fields ☐


[The new collapsible User and CC fields on a ticket provide better visibility and clarity when .\(working on Tickets with numerous CCs](#) (SC 111255



We released our [WooCommerce](#) integration ☐


[You can connect your WooCommerce account to Deskpro to enable painless visibility over .\(your customers and orders](#) (SC 111255




You can now connect your [Copper](#) CRM with your Deskpro helpdesk 
[Access your deals and customer information from your Copper CRM seamlessly from your
.\(helpdesk \(SC 111255](#)




Latest Improvements


We've made changes to the default rate limit settings for agent login to enable more 
attempts in a short space of time and show a CAPTCHA rather than blocking login (SC
.(98797

.(We've improved the accessibility of our Login Page (SC 104224 

.(We've disabled Deskpro Voice functionality for Legacy Licenses (SC 102564 

Bug Fixes

We fixed an issue with our Microsoft Translation configuration where they had changed 
their required fields which led to an issue authenticating the translation app. You can follow
.([the Guide](#) to set up the Microsoft Translation tool on your helpdesk. (SC 107609

We fixed a bug where using a Mass Action to send a Ticket Reply would work even if 
mandatory fields were not filled in, now the Mass Action will check for any empty fields and
.(will indicate if it hasn't sent the reply (SC 92522

:(Fixed several Macros that were not working properly, including (SC 102907 


Removing specific Agent Followers •


Removing specific values for a Custom field •


Adding a Custom field choice •

Adding a File to a Custom field •

Clearing a Custom Date field •

Fixed an issue with the Captcha settings in Data > Security where checkboxes would 
.(remain active even after removing them and saving the menu (SC 106803

We fixed an issue where Escalations were taking too long to run on tickets when using the 
.(rule **User has been waiting for** (SC 109440

Fixed a discrepancy between the selected permission groups showing the wrong count on 
.(the Problems menu in the Admin interface (SC 98308

Fixed an issue where no warning appeared when trying to create an Organization but 

using an invalid phone number, now the error message will display to show why the
.(Organization couldn't be created (SC 104402

Fixed an issue with agent @ mentioning where you couldn't access the complete list of
.(Agents on a ticket when the ticket was opened from a direct link (SC 108284

We fixed an issue where Tickets would intermittently freeze when trying to scroll in the
.(thread (SC 110489

Resolved a rendering issue on the Mobile app where the ticket properties panel wouldn't
.(open full width (SC 110675

Fixed an issue with News Post Template where a Splash Image would disappear if the
.(Template was updated (SC 99294

We fixed the issue where Custom fields weren't appearing in the CSV export of a Ticket
.(List (SC 102565

Fixed an issue with the new File page where you could create a File without actually
.(having a file uploaded or linked (SC 95392

On-Premise Controller Release 2.5.4

We are also delighted to announce the latest version of the OPC, 2.5.4. This version includes some general improvements and bug fixes to improve the experience using the
.(On-Premise Controller

Latest Improvements

Reduce the expiry of MySQL binlogs to 3 days for new installations and provide a method
.(to manually purge binlogs from the OPC WebGUI (SC 110731

Move the configuration of instance PHP settings to a dedicated web service screen (SC
).(103861

Allow self-signed certificates when downloading a backup for import from a URL endpoint
).(SC 111381

Bug Fixes

Pin `libcurl` to 8.0.1 in containers due to incompatibilities with the telemetry library with
).(8.1.0 (SC 111513

Correct the date time comparison for pin logins to the OPC when the container and server
).(have different time zones set (SC 111203

On-Premise Controller Release 2.5.3 Bug fixes

.(Downgrade `shellinabox` dependency due to segfaults in package (SC 110840

