Deskpro Horizon Release 2023.27

Lara Proud - Comment (1) - Release Announcements - 2023-07-04

We're pleased to announce the release of Deskpro Horizon, version 2023.27. This release includes several new features our team has been developing, general improvements to product functionality and interface, and several bug fixes.

New Features

⬜ We have upgraded the Global Search app capabilities for Agents searching Help Center documentation and Tasks so it supports the same search functionality as other items in the helpdesk, additionally, searches will run against item Titles and Content, and items with search words applied will appear further up in the Global Search app results (SC 105695 & SC 96024).

⬜ The Work Status column will now display by default in the Agent Profile section of Admin if you have Round Robins based on Work Status (SC 107097).

⬜ We added a check to show if there is any content in a language before the language pack is deleted from the helpdesk (SC 103467).

Latest Improvements

⬜ We have cleaned up the UI for the Workspaces menus and dropdown (SC 114606).

Bug Fixes

⬜ The image editor will now resize images, whereas before it had no effect after hitting **Save Changes** (SC 111798).

⬜ Fixed an issue where the Ticket Queue live updates wouldn't work with custom field data changes without manually refreshing (SC 101946).

⬜ We fixed an issue with the labels for Neutral and Negative feedback being swapped, which caused Ticket Triggers based on Satisfaction Survey results to run incorrectly (SC 102934).

⬜ Fixed the Macro rule **Clear Date is value is [x]** where it previously wasn't working and wouldn't unset custom Date and Time fields (SC 109701).

⬜ Fixed a problem where there was a discrepancy between Trigger IDs and their link to the

Admin interface (SC 101606).

We fixed an issue where banned Users would be re-added to the CRM if they were added
to an email as a CC, now the banned User will be ignored on the email (SC 107670).

Fixed the problem where the **Until Criteria Match** SLA type would not complete even
when the criteria were matched (SC 102713).

Brand will now always show on a ticket if a helpdesk has multiple Brands (SC 110666).

Deactivating a Two-Factor Authentication method will prompt for confirmation before
deleting the saved 2FA settings for agents (SC 103846).

Fixed the issue where you were unable to add new templates in email templates on the
first attempt (SC 107380).

The Admin log will now display the reason an Agent was skipped in a Round Robin if they
logged themselves out (SC 109759).

Fixed the issue with the missing **Update all** option when importing the Organization field
in the CSV importer (SC 114923).

Fixed an issue where Time Zones were being offset in Ticket History (SC 110479).

We fixed an issue where 2FA was interfering with the Login Status of Agents and
incorrectly marking them as Offline, which would impact ticket assignment based on Online
Status (SC 110737).

Fixed an issue where Dependent Custom Fields had very slow loading times on the Agent
Form (SC 105271).

We have moved the placement of the Approval description box as it was previously
displayed in the wrong order (SC 97796).

Fixed an issue where text in Ticket Messages would overlap with other lines (SC 87028).

Added checkbox choices to the Queues Rule Builder as Admins could not previously
define checkboxes (SC 111157).

Language on Help Center Content will now be set to the helpdesk default language if the
helpdesk only has one language installed (SC 109628).

We have fixed an issue where an unlinked parent ticket would not display in the Ticket
History (SC 98129).

Fixed an issue with HTML content in Ticket Messages that wouldn't display correctly if
they contained code blocks (SC 104689).

On-Premise Controller Release 2.7.0

We are also delighted to announce the latest version of the OPC 2.7.0. This version includes new features and some general improvements that will provide an increased level of administrator capabilities.

Latest Improvements

.(Add the ability to reset file permissions for an instance via the Web GUI (SC 58533

Update the display of available disk space and memory to make it more human-readable
.((SC 76639 & SC 76640