

Deskpro Horizon Release 2023.30

Lara Proud - Comment (1) - Release Announcements - 2023-07-25

We're pleased to announce the release of Deskpro Horizon, version 2023.30. In this release, we are adding new functionality to some of our powerful features, including the new .Recurring Tickets features and a key enhancement to our Knowledgebase editor

Alongside these updates, we have made several other improvements across the interface .through bug fixes. Keep reading below to find out more of the detail of these changes

New Features

[\(Try out the powerful new HTML editor for Knowledgebase Articles \(SC 119471\) \[\]](#)

You can now edit Knowledgebase Articles with our new **HTML editor** which simplifies the .editing process for your content



Simply toggle between the HTML or default editor as needed, and easily HTML content .within your articles

[\(Create Recurring Tickets with Replies or Agent Notes \(SC 119470\) \[\]](#)

You can now include a Ticket Reply or Agent Note to add more context and share .information when a Recurring Ticket is created



We have added the ability to remove Deskpro branding from the Help Center if you [] .(purchase our white labeling option (SC 119025

Latest Improvements

We've improved the behavior of the **Jump to most recent** to ensure it does not display [] .(too soon (SC 117443

Bug Fixes

Fixed an issue for On-Premise customers where the chat box was displaying an error for [] .(the active chat (SC 119427

We resolved issues with Activating Meta features in Channels for the Admin UI on Deskpro ☐
.(Cloud accounts (SC 119160

Resolved the problem where the **Jump to most recent** message would display when you ☐
.(were already at the most recent message (SC 107702

Fixed an issue with Bubble Grouping on Ticket Queues not remembering the Group by the ☐
.(state when switching between different Queues (SC 118890

Fixed an issue with the data.last_seen field from /api/v2/agents/extended returning ☐
.(empty when exported (SC 107844

Fixed the field type DataList on custom app fields resulting in an error when loading Ticket ☐
.(Department Forms in the Admin interface (SC 108238

The issue where removing a Channel from the helpdesk deleted all associated logs has ☐
been fixed. Now when a Channel is deleted, you will still see a log of the communication to
.(review previous messages or any costs associated with them (SC 108022

Fixed an issue where the Snippet Shortcode would remain in the reply box after inserting ☐
.(the message when creating a New Ticket (SC 115414

The reply box +CC button will now load the menu if you click it more than once (SC ☐
.(115349

Fixed an issue where the Date and Date & Time custom fields would impact the date on a ☐
.(Ticket Email Notification (SC 113609

We have improved how matching on Ticket Attachments works for file names without ☐
.(spaces or with special characters (SC 117045

:We fixed two issues with Ticket Search ☐

The issue where only 3 results for matching messages on ticket search would •
.display

And the issue where HTML would show on message previews in the results (SC •
.(111968

Fixed an issue where extra spaces would display on Guide Pages but not in the preview ☐
.(SC 92223

The Deskpro login option will no longer be available on the agent login page, when ☐
.(disabled by an admin (SC 114860

Fixed an issue that stopped agents from being able to scroll in Knowledgebase Categories ☐
.(with more than 50 articles (SC 111480

Resolved an issue impacting Ticket Creation speed to improve the performance (SC ☐
.(114056

Fixed an issue with the Triggers Rule Builder to support all possibilities for migrated Built-
.(in Fields (SC 110535

.(Fixed an issue affecting missing Agent and Usergroup Permissions (SC 109210

Fixed an issue where Voice Tickets would be stuck in a Pending State in the Call Log if the
.(call dropped or was canceled by the User during processing (SC 97815

Agents will now be able to view Users' email addresses when they have no permission to
.(edit a User's Profile (SC 108321

We have improved the handling of idle timeout so that agents will now be logged out after
.(a period of time if the setting is disabled (SC 100048

Patch Release 2023.30.1

.(We have released a patch fix to resolve two issues

Fixed a bug where the recipient on a ticket would display with a strikethrough CC briefly
.(after sending a reply (SC 119585

Fixed an issue to allow the handling of protected media messages via MMS and WhatsApp
.(so they will display on tickets (SC 116175

On-Premise Controller Release 2.7.3

.(We are also pleased to announce the latest release of the OPC

Latest Improvements

.(Add the ability to change trusted proxies from the Web GUI (SC 119326

Bug Fixes

Output the help for the jobs command in the CLI if a subcommand is not specified (SC
.(119475