

Deskpro Horizon Release 2023.5

Lara Proud - Comment (1) - Deskpro Releases - 2023-02-01

We're delighted to announce version 2023.5 of Deskpro Horizon. This announcement includes new features that will bring added functionality to some of the core helpdesk features. As well as several improvements to our UI and usability, plus bug fixes. Keeping reading to discover what our team has been working on this week

New Features

For the Snippets feature, we added a Macro preview section at the bottom of the app (SC 32938). This will let you preview any Macros that use the Snippet as part of its actions

You can access this new feature by clicking on the Macro icon at the bottom of a Snippet preview. The number of Macros that use the Snippet will be indicated by the number next to the **Rocket** icon

Once you've clicked this, the Macros which use the Snippet will be listed below the preview. If you hover over a Macro here, you will be able to see a preview of the actions, and you will also be able to apply it from this window

The Macro preview will look like this



In Kanban mode, we added the ability to drag and drop multiple cards. You can do this by mass-selecting tickets and moving them as a group. We also added the ability to collapse empty columns in the Kanban board to give you a cleaner interface (SC 96640)

We have added Recipient Details to Ticket Messages. These details will display both in the Ticket Message Thread and Ticket History to provide more context about who has received a message (SC 47371)

We added an extra layer to the Admin Navigation Bar hierarchy. This will allow us to easily add the new Review Channels into the Navigation without affecting how you interact with the dropdowns (SC 99564)

Latest Improvements

We've limited the number of open tabs you can have to 30. This stops the number of items in the header bar from growing too large and helps to optimize the helpdesk's performance. If you have more than 30 open Tabs, your overflow will be pushed into your Tab History, and if you have more than 30 in your Tab History these will be closed (SC .96788

We have added information about Agents' working status into Cron Logs, this gives you the ability to access Agent Shift information to ensure any Round Robins are working .(correctly based on Agents' past working statuses (SC 99554

We have improved the error messages that appear for mandatory fields in the **Create** .(**Task** Trigger rule (SC 97662

Bug Fixes

We restored the filter function on Admin tables and logs, it will now be easier to select a .(filter, and applying it will update items in the table or log (SC 92273

We fixed an issue where Legacy built-in fields on Ticket Forms were not updating to .(reflect new custom fields (SC 95099

Fixed how Date, Time, and Currency are formatted in Agent Notification Emails, they will .(now display in a more readable format rather than as plain numbers (SC 94486

.(We fixed an issue with images in Twitter DMs (SC 98818

Fixed a bug with the width of the Organization name in the Organization Profile that .(caused the : menu to be misplaced (SC 91778

We fixed an issue where filtering a Ticket List using the **any** or **none Label** parameter .(wouldn't return the correct results (SC 96880

Fixed a bug where the default value for Single and Multi-line custom fields wouldn't .(automatically fill in on the Ticket Info (SC 97065

Fixed an issue where a Timeout Error would occur when loading a large list of Agents in .(the Admin UI (SC 98971

We fixed a bug where Agent notifications would be sent when a Star was added or .(removed from a ticket (SC 94989

We fixed a bug where changing translation while creating a snippet with translations .(would cause the Snippet app to crash (SC 97532

.(We have fixed the **This week** field on date inputs within the FQL filter builder (SC 98613

We fixed an issue where outdated custom field choices were causing an error in the .(interface (SC 99581

Patch Release 2023.5.1

We fixed an issue where the last accessed Queue or List wouldn't be open when closing a [Queue](#) or [List](#).
(Ticket tab (SC 100222

We restored Billing access for all Admins and added settings that ensure they cannot [remove their own access](#).
(remove their own access (SC 100252 & 100249

On-Premise Controller Release 2.0.54

We are pleased to announce version 2.0.54 of the On-Premise Controller. This release includes several improvements that will enhance the usefulness of the OPC, plus a patch [release to fix a bug](#)

Latest Improvements

[Ensure that the private key corresponds to the certificate chain \(SC 99968\)](#)

[Update linked articles for the problem checker \(SC 99938\)](#)

Patch Release 2.0.53

We pushed this patch fix to ensure users are able to back up the database

Bug Fix

[Ensure users have the required privileges to back up the database \(SC 99652\)](#)