Deskpro Horizon Release 2024.16

Lara Proud - Comment (1) - Release Announcements - 2024-04-16

We're pleased to announce the release of Deskpro Horizon, version 2024.16. This release includes a new feature that enhances the CSV Importers data mapping abilities and several other improvements and bug fixes.

New Features

We've improved how data mapping is handled in the CSV Ticket Importer to better handle the migration of User and Agent data into Deskpro from other sources (SC 144817).

Latest Improvements

We have improved our integration with Facebook. Now edits or deletions made to posts or comments on your Facebook page will be automatically reflected in Deskpro (SC 133994).

We've enhanced the user experience for the Call and Chat popup. Now, the popup won't obstruct the agent interface while it rings. This update ensures Agents can continue working without interruption, even if they choose not to immediately accept or reject the incoming message (SC 148042).

We enhanced our SDK to offer developers access to more comprehensive user information when building applications (SC 133312). When the context is a 'Ticket', you now have access to the following data:

- Ticket CCs

- User's phone number

- User's position

- Contact information

- Agent

- User's primary organization

- Members within the user's organization

Bug Fixes

Restored volume controls for Chat alerts to ensure you can mute or alter the volume of
.(the notification (SC 148476

We've resolved a problem where agents could edit or reply to tickets assigned to a team
.(they were not part of to ensure team-based ticket permissions are respected (SC 130961

The correct file extensions for images and videos are properly enforced during inline
.(uploads in all session types (SC 147478

Correct the behavior of the UI update popup to display behind the Latest Updates window
.((SC 116966

Fixed an issue where disabled SMS numbers would still accept tickets, now if the number
.(is disabled tickets will be rejected (SC 146443

Resolved an issue with loading the Reports interface in accounts with a large number of
.(Organizations (SC 145254

Resolved an issue with ticket forwarding and forwarding from point, so the forwarded
.(message matches the preview in the interface (SC 144436

Fixed the discrepancy between the number of users displayed in a CRM List and the
.(Usergroup count (SC 142304

.(Labels added to Files will now display on the Help Center (SC 98020

.(Fixed an issue with Help Center Lists filtering Category IDs incorrectly (SC 147451

Fixed an issue that prevented ticket history items from showing dates respective to the
.(agent's selected timezone (SC 143237

Resolved an issue with loading specific Ticket Templates due to invalid naming of Custom
.(Fields (SC 147487

Patch Release 2024.16.1

We have resolved an issue where inbound emails failed to process, because hot-linked
.(images could not be replaced (SC-149369

On-Premise Controller Release 2.16.2

We are also delighted to announce the latest version of the OPC, 2.16.2. This version
.includes an improvement to the configuration abilities in the On-Premise Controller

Latest Improvements

.(Add the ability to configure SSL for MySQL connections (SC 132240