

Deskpro Horizon Release 2024.20

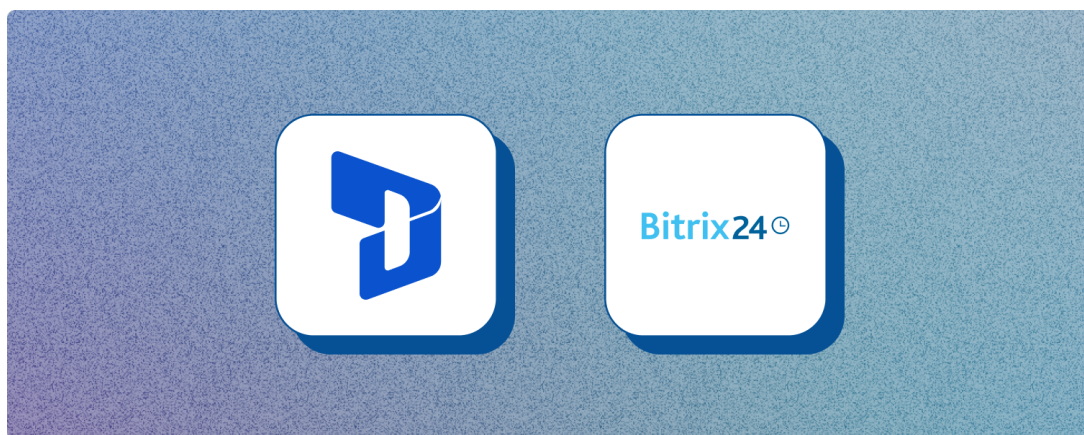
James Godwin - Comment (1) - Deskpro Releases - 2024-05-14

We are delighted to introduce Deskpro Horizon, version 2024.20. This release introduces two dynamic integrations that significantly enhance Customer Relationship Management. We've streamlined several of our app interfaces for a smoother user experience and have resolved several bugs. These updates should help provide a more seamless process when using Deskpro.

New Features

[Enhance customer relationship management with Deskpro's Dynamics365 and Bitrix24 Integrations](#)

Deskpro's integration with [Dynamics365](#) and [Bitrix24](#), we've optimized how your team can interact with and manage your customers.



These integrations streamline processes, improve communication, and aid in delivering superior customer service.

Latest Improvements

Enhanced Deskpro Email Templates to support the function `{relative_time}`, this will allow you to display the relative time between dates. For example, the function `{relative_time:created}` expresses the time since a ticket was created (SC 150278).

We improved the organization of Lists, you can now hide specific Ticket Lists in the `Settings > Lists` section.

navigation reducing the noise for the Lists you don't access as often and streamlining
(access to frequently used lists (SC 129658

The [TeamViewer](#) app will now support agents creating sessions with a subject set, in
(addition to, instant sessions (SC 148800

:The [Azure DevOps](#) app has been enhanced with the following updates

(Improved the button UX to enhance ease of navigation in the app (SC 141569 •

(Improved the handling of large instances (SC 144672 •

Instances with large numbers of fields and field values will be better handled in the
([Jira](#) app (SC 141962

(Deskpro's [Scratchpad](#) app now supports markdown for text formatting (SC 142859

We have improved the [Salesforce](#) app, sections for objects will now be visible even
(if they are empty, allowing agents to access the create button (SC 148306

Bug Fixes

Resolved an issue with running Macros that use Snippets with multiple translations
while creating a ticket. Now when an agent uses a Macro that applies a Snippet,
where possible the translation for the language set in the ticket will be used (SC
(142011

Ticket Templates created by Admins who have since been deleted will still be
(available to create tickets with (SC 145311

A validation error will appear if an Agent attempts to enter a file into a URL field to
(make it clear that the file type is not supported in that location (SC 137416

We fixed an issue to ensure email reply code blocks are not visible if an agent does
(not have a signature set (SC 140961

Resolved an issue where CSV exports of Snippets would be broken where Snippets
(contained double-quoted text (SC 140636

(Agents are now able to remove the default value for a select field (SC 148639

We fixed an issue where too many recipients on an email sent to the Helpdesk
(would cause the CCs to be displayed incorrectly on a ticket message (SC 149616

We have fixed an issue that impacted the export of Help Center themes (SC
(129354

We fixed an issue with the [Basecamp](#) app that caused some projects not to appear
(in the dropdown when creating a card (SC 147460