

## Deskpro Horizon Release 2024.27

James Godwin - Comment (1) - Deskpro Releases - 2024-07-02

We're pleased to announce the release of Deskpro Horizon, version 2024.27. This release includes several improvements to product functionality and bug fixes

### Latest Improvements

To improve agent experience when making changes to tickets that will result in the agent losing visibility of the ticket (i.e. assigning it to a department they don't have permission to view). We have added a menu to warn agents before they make the change to ensure they're aware of the action (SC 152353

To make it easier to diagnose issues with tickets we have added dumps of the ticket\_filters2 table to the ticket debug file (SC 154454

We have added support to query against the people\_orgs table in Reports and using the API. This allows you to query all the different organizations a user is in (SC 152185

### Bug Fixes

Users created during the creation of an organization will now inherit the organization's usergroups and thus will have the associated permissions (SC 152754

We have fixed the mobile app so agents can edit radio button fields (SC 153422

The ticket properties panel has been fixed so that when agents adjust the width of the panel the context will adjust to the available space (SC 150282

When a queue is grouped the sub-queues will now display in alphabetical order in the navigation panel (SC 153101

We have fixed an issue with the Round Robin admin menu that prevents admins from editing the title (SC 151447

We have resolved an issue with displaying the correct Ticket subject on the various social channel tickets (SC 153837

Now when users view tickets on the Help Center they will be able to see images sent with height and width attributes (SC 151252

# [On-Premise Controller Release [2.19.0

We are also delighted to announce the latest version of the OPC, [2.19.0]. This version includes new features and some general improvements that will provide an increased level of administrator capabilities

## Latest Improvements

.(Support configurable severities in problem feed (SC 156179 □

Handle the case of incompatible database dumps from the latest versions of □

.(MariaDB (SC 155152

## Bug Fixes

Update container default networking configuration to restrict access to □

internal port-based routing that could be abused in some environments (SC

.(156129