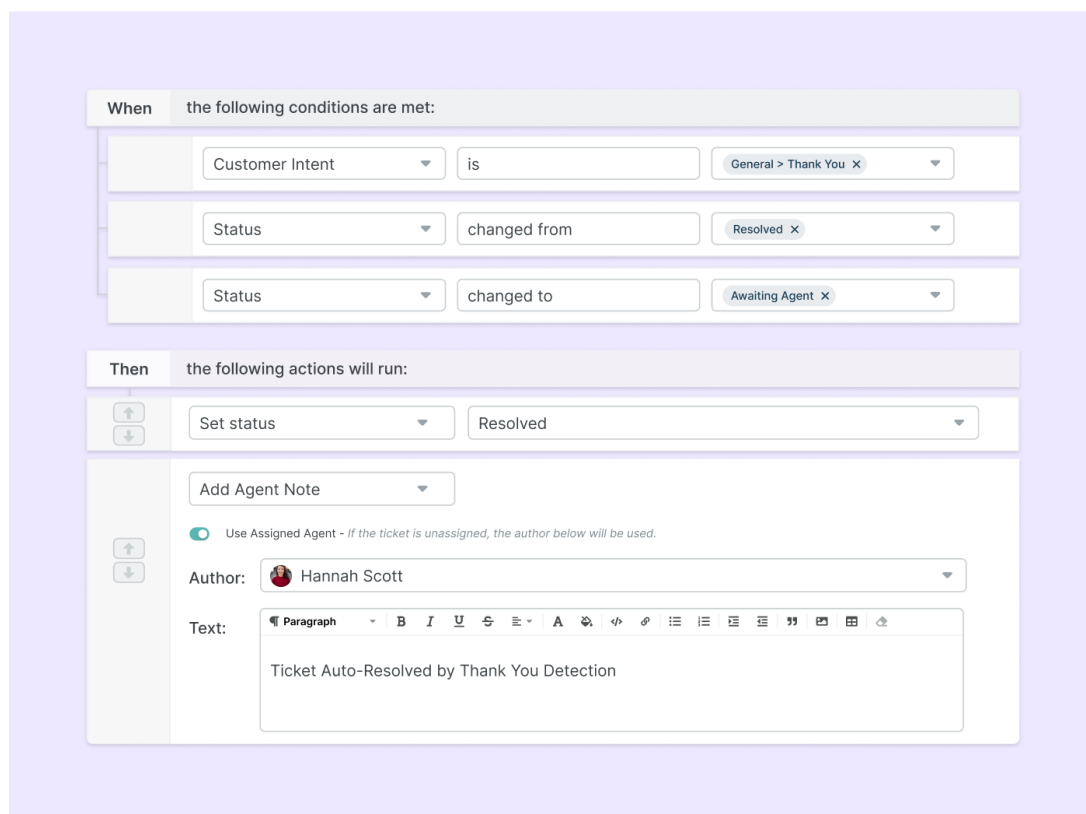# Deskpro Horizon Release 2024.36

James Godwin - Comment (1) - Deskpro Releases - 2024-09-05

We're pleased to announce the release of Deskpro Horizon, version 2024.36. This release includes an enhancement to our AI feature suite, in addition to general improvements to product functionality and bug fixes.

New Features

🟣 Introduced AI-powered thank you detection for automatic ticket resolution (SC 152561). Combine AI intent detection with Triggers to identify when a "thank you" reopens a ticket, letting your team work more efficiently by differentiating between a simple acknowledgment and when further assistance is needed.

Latest Improvements

🟣 Enhanced the chatflow validation with alerts in Admin for improved user experience (SC 159219).

🟣 Added links to Messenger guides in Admin for more streamlined setup and support (SC 161888).

Bug Fixes

Resolved an issue causing some images in chats to not appear for agents and users (SC ⬜ 159636).

⬜ (Resolved an issue with the API endpoint for accessing user profile notes (SC 155213).

Email addresses used as account aliases can now be used as the associated email for an ⬜ organization in the CRM (SC 156921).

Improved downloading attachments in the mobile app to enhance user experience (SC ⬜ 149023).

⬜ (Fixed an issue causing some voicemail files to not play (SC 146168).

Agent replies will now display correctly in the message history view of Messenger (SC ⬜ 157976).

Ensured original organization and user are set correctly when splitting tickets for accurate ⬜ tracking (SC 158924).

Messenger's email node placeholder text is now visible for improved usability (SC ⬜ 159408).

We standardized the numbering styling in the snippets editor to match the reply box ⬜ editor (SC 131221).

Fixed an issue causing non-selected languages to appear in the language dropdown in the ⬜ Messenger preview (SC 161358).

Resolved an error in the Messenger preview when switching from a Specific User to a ⬜ Guest (SC 161115).

On-Premise Controller Release 2.21.0

We are also delighted to announce the latest version of the OPC, 2.21.0 which includes an improvement to the On-Premise Controller's capabilities.

Latest Improvements

Ensure the instance log directory is tidied up if there is a change to log formats (SC ⬜ 162715).

Base Deskpro Image

3.0.0

Breaking Changes

• The method of logging has been updated in the container from logfmt to JSON.

.Different logging formats will require a custom vector configuration file

Similar logs will also now be grouped together to reduce the overall number of •
exported files (the LOGS_EXPORT_FILENAME environment variable has been
.(changed