

Deskpro Horizon Release 2024.37

Lara Proud - Comment (1) - Release Announcements - 2024-09-11

We're pleased to announce the release of Deskpro Horizon, version 2024.37. This release includes some new features our team has been developing, general improvements to .functionality, and bug fixes

New Features

We've added the ability to include an agent's signature in ticket templates, providing a [□](#) .(more personalized touch to your customer interactions (SC 143670

We've expanded our multi-language offerings with new packs for Albanian, Armenian, [□](#) .(Azerbaijani, Bosnian, Georgian, Icelandic, and Ukrainian (SC 161357

Enhance your messaging experience with the support for block quotes in the new [□](#) .(Messenger (SC 161119

.(ElasticSearch can now be configured to authenticate via an API key (SC 151912 [□](#)

Latest Improvements

We've increased the delay before the chat message preview disappears in the agent [□](#) interface to 30 seconds, giving you more time to proactively work on issues and provide .(faster resolutions (SC 161093

Bug Fixes

We've resolved an incompatibility issue with AWS Aurora 8.0.34 and other databases that [□](#) .(may introduce reserved keywords, ensuring a smoother experience (SC 147589

We've fixed an issue with the Files page numbers in the Help Center, making it easier for [□](#) .(users to navigate between pages (SC 155233

SLAs added to tickets by triggers will now be visible in the ticket's log, providing a clearer [□](#) .(understanding of your ticket history (SC 156614

Links included in snippets used in the new Messenger will now open in a new tab, making [□](#) .(it easier to share information with customers (SC 161330

We've fixed an issue with task visibility displaying as private instead of the selected [□](#) .(department, ensuring the appropriate agents have the right access to tasks (SC 152447

We've resolved an issue with label colors displaying as hex values in the labels page in [□](#) .(admin, making it easier to manage your labels (SC 162382

On-Premise Controller Release 2.21.1

We are also delighted to announce the latest version of the OPC, 2.21.1. This version includes improvements that will provide an increased level of administrator capabilities

Latest Improvements

- .(Disable HTTP caching on the help center pages by default (SC 163380 [□](#))
- .(Generate a daily local-only heartbeat in OPC with environment information (SC 155801 [□](#))
- .(Improvements to cluster synchronization (SC 141820, SC 147767 [□](#))