

Deskpro Horizon Release 2024.39

Lara Proud - Comment (1) - Release Announcements - 2024-09-26

We're constantly working to improve our product, and we're thrilled to share the latest updates with you for version 2024.39. Our team has been working hard, squashing bugs .and introducing new features to improve your experience

New Features

Engage Visitors Instantly with Proactive Chat [□](#)

Proactive chat is now available in Messenger, allowing you to reach out to users visiting your website or Help Center without them needing to interact with the widget first (SC .(151408



When users submit a URL via the link interaction in the new Messenger, it's now clickable [□](#) .(for both agents and users, improving navigation (SC 162995

Bug Fixes

We've hidden the delete button from HC content for agents without the necessary [□](#) .(permissions, ensuring a cleaner and more intuitive interface (SC 159820

Signatures now display images exactly as specified by the agent, ensuring your [□](#) .(communications look just right (SC 158398

The "Send test Email" function now correctly uses the selected ticket, streamlining your [□](#) .(email testing process (SC 157049

We've resolved an issue in the new Messenger that disrupted the intended chat flow after [□](#) .(collecting a user's email, providing a seamless user experience (SC 163620

The article count within Knowledgebase categories now updates automatically, keeping [□](#) .(your data current and accurate (SC 117961

The image editor toolbar now closes promptly, preventing any unnecessary clutter (SC [□](#) .(129994

Fixed an issue where the icon picker on the custom card for the new Messenger in admin [□](#) .(wouldn't close, making customization smoother (SC 163559

Attachments in the Snippets drawer now open in a new tab with a simple click, enhancing [□](#) .(your workflow (SC 144719

We've fixed an authorization setting in Admin that was overlapping its text, ensuring [better readability](#) (SC 111128)

We've also fixed a bug that caused the new Messenger widget to be pushed out of [position](#) on mobile devices

On-Premise Controller Release 2.21.2

We are also delighted to announce the latest version of the OPC, 2.21.2. This version includes new features and some general improvements that will provide an increased level [of administrator capabilities](#)

Latest Improvements

[Update internal Redis service and configure with superuser](#) (SC 156716)

[Improve compatibility checks for instances running on OPC before updates](#) (SC 163830)

[Enabled certain non-essential services used by the OPC to be disabled](#) (SC 164075)

Bug Fixes

[Improve the installation experience when using Ubuntu 20.04 with FIPS enabled](#) (SC 164064)