

Deskpro Horizon Release 2024.39

Lara Proud - Comment (1) - Deskpro Releases - 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).

Setup

Messenger

Styling

Launcher

Positioning

Deployment

Default state

☐ Button

Show your Messenger in a collapsed state by default

☒ Proactive Chat

Encourage your customers to start a chat.

Delay showing message by

5seconds

Name displayed

Deskpro Bot

Message

Hi, how can I help you today?

Icon

Upload Icon

☐ Do not show Launcher

To hide the Messenger Launcher, you can remove the first part of the code snippet in the JavaScript code.

Color

Used in the background in the Messenger Launcher.

#3A8DDE

Save

Discard Changes

Delete Messenger

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 [\[SC 163620\]](#) (collecting a user's email, providing a seamless user experience)

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

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 [\[SC 163559\]](#) (wouldn't close, making customization smoother)

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

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

We've also fixed a bug that caused the new Messenger widget to be pushed out of [\[SC 163559\]](#) 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 [\[SC 156716\]](#) of administrator capabilities

Latest Improvements

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

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

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

Bug Fixes

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