Deskpro Horizon Release 2024.6

Lara Proud - Comment (1) - Release Announcements - 2024-02-06

We're pleased to announce the release of Deskpro Horizon, version 2024.6. This release adds our Lists functionality to the Help Center and Community components of Deskpro for agents and admins, enhances the Facebook and WhatsApp Channels, along with numerous other improvements and bug fixes.

Check out the full changelog below for more details about the updates in the latest version of Deskpro.

New Features

Use Lists in Community to more easily filter topics
We wanted to improve management for agents, so we have added the Lists feature to Community (SC 132290).

Lists will allow agents to create custom no-code lists of topics. Admins can make global or team-specific lists for reuse time and time again when managing your Community content and engaging with your end-users.

Respond to Facebook comments and posts privately
Enhancements to Facebook ticketing allow agents to privately respond to users' public posts and comments on your Page (SC 103815).

To do this, choose Direct Message when responding to the comment or post.

Quickly and easily open website links listed on CRM Profiles

Hover over URLs saved on User and Organization Profiles and click the new option that re-directs you to the website associated with the CRM profile in a new tab (SC 132682).

Latest Improvements

For WhatsApp Direct, Media Messages, such as images, gifs, and videos, will be displayed in WhatsApp Tickets (SC 121503).

.(Macros will be listed alphabetically in the Macros app (SC 135436 ⬜

(We have updated the dropdown menu on the Forwarding tab (SC 135565 ⬜

Bug Fixes

Fixed an issue where agents would be re-directed to the incorrect login page when logged ⬜
.(into more than one brand (SC 135974

Community Topic Titles will be visible when viewing the Help Center on a mobile (SC ⬜
.(134242

.(Updated how the expand tooltip displays on the Help Center properties pane (SC 129519 ⬜

Resolved an issue where Users added to the To field of an email were not being ⬜
.(recognized as a CC (SC 138395

.(Sub-groups of Queues with 0 tickets will no longer be displayed (SC 134499 ⬜

When grouping your ticket queue by status, custom translations for statuses will be visible ⬜
.((SC 137966

Fixed an issue with permission checks from an agent's usergroup not allowing them to ⬜
.(take permissible actions (SC 140256

Fixed an issue where URLs to private files returned by the API and Help Center were ⬜
.(missing an access token (SC 139980

Resolved an issue where ticket properties appear empty in the ticket preview when an ⬜
.(agent has the properties panel collapsed (SC 127605

Resolved an issue where Trigger actions based on Approval events were not sending ⬜
.(correctly (SC 121438

.(Restored the correct number of Users on CRM tables (SC 138890 ⬜

To improve clarity, agents' initials will be visible instead of an avatar on the ticket queue ⬜
.(in dual view if the agent does not have an avatar set (SC 130600

.(Fix an issue where edits to CRM custom fields would not save (SC 138129 ⬜

Resolved an issue where an error would occur if an agent replying to a ticket had an ⬜
image in their signature, and a macro running on send would cause a trigger to execute (SC
.(134050

Corrected an issue where the Call Webhook trigger would glitch when editing the text (SC ⬜
.(133571

Fixed an issue in ticket messages where text in a table could overflow the column (SC ⬜
.(137362

.(Resolved the issue where total billing charges were not accurate (SC 140734 ⬜

(Fixed a bug causing users to be unable to connect to TeamViewer sessions (SC 140719 □

Patch Release 2024.6.1

:We have released a patch release to resolve the following issues

Fixed an issue with the Trello and Jira apps returning an error for the options request (SC □
.(142224

Resolved an issue where the forward out of helpdesk setting "use account on ticket" was □
.(not working correctly (SC 141984

.(Fixed the issue impacting the WhatsApp and Twilio SMS logs loading (SC 142067 □

Resolved an issue where the Facebook Proxy wasn't parsing domains correctly which □
.(impacted requests being forwarded (SC 142107

On-Premise Controller Release 2.14.0

We are also delighted to announce the latest version of the OPC 2.14.0. This version will
.enhance the level of administrator capabilities with improvements and bug fixes

Latest Improvements

.(Support proxying websockets in Nginx configuration (SC 140497 □

.(Add several more host-level commands to the diagnostic report (SC 141764 □

Bug Fixes

.(Ensure relevant add-ons run on deskpro_net docker network (SC 141671 □

Ensure the correct database name is used for external database parameters when □
.(validation errors occur (SC 141668