

Deskpro Horizon Release 2024.7

Lara Proud - Comment (1) - Release Announcements - 2024-02-14

We're excited to present the latest updates to Deskpro Horizon, version 2024.7. This update brings you new Social Channels to Ticket triggers, the ability to initiate calls while creating tickets, and the inclusion of Votes as a filtering criterion on Community Lists. We've also made significant improvements such as speeding up the email validation process for agent password reset and have addressed several bugs to enhance your overall experience with .Deskpro

.Keep reading for a detailed look at the latest updates to your helpdesk software

Latest Improvements

We've introduced new Social Channels to Ticket triggers, enabling agents to receive notifications when a ticket is created or updated through WhatsApp, SMS, Twitter, .(TrustPilot, Facebook, and Instagram (SC 134041

When creating a new ticket, you can select the Voice tab and initiate a call to a user (SC .(136581

.(Votes have been added as a filtering criterion on Community Lists (SC 135594

The Approval description is now a multi-line text input to allow you to provide more .(descriptive text for your Approvals (SC 141205

Bug Fixes

Resolved an issue where agent user sources would use the primary brand URL rather than .(the Helpdesk URL, causing issues where the two didn't match (SC 109571

Restored the **Reset Helpdesk** functionality to ensure it resets successfully and removes .(created items (SC 124175

.(Fixed an issue with insecure access to email process logs (SC 139827

Resolved an issue with private access to Files to ensure access is secure and displays the .(relevant permalink (SC 140044

The User Auth & SSO page in Admin will no longer display an error when the Deskpro .(Usersource app is off for all brands (SC 139127

Fixed an issue with HTML that could be injected into an open redirect in the Reports API
.(SC 141530

.(Resolved an issue where ended calls would get stuck in the Live status (SC 137162

Your pre-defined **Interface Defaults** will be respected for new ticket assignments (SC
.(132202

Fixed an issue where images in Knowledgebase Articles would disappear when saving if
.(the allowed HTML content permission was disabled (SC 139402

Fixed an issue where duplicate billing charges would display on an Organization Profile
.(SC 140734

.(We have fixed issues loading Twilio SMS and WhatsApp logs in the Admin UI (SC 141825

Added an ellipsis to URL fields to ensure they don't overflow onto other properties in the
.(ticket form (SC 130166

Resolved an issue where Excel would treat exported data with equation symbols as
.(formulas (SC 141304

Improved the security of the Help Center form inputs to ensure links get stripped when
.(inputted into the Name field (SC 138070

Deleting a User's profile image will result in deletion of the image from the database (SC
.(141098

.(The Help Center profile image upload will only accept image files (SC 138190

Resolved an issue with Voice Permissions impacting ticket loading for agents with older
.(permissions (SC 141951

Fixed an issue where hitting enter would result in agents' signatures duplicating in a new
.(linked ticket (SC 137801

You can now save an Escalation that uses the Current agent as an Agent Criteria (SC
.(140899