Deskpro Horizon Release 2024.9

Lara Proud - Comment (1) - Release Announcements - 2024-02-29

We're pleased to announce the release of Deskpro Horizon, version 2024.9.1. This release includes several new features our team has been developing, general product functionality and interface improvements, and several bug fixes.

New Features

[Enhance your help content workflows with the power of Publish Lists](#) 🔗
Extending the Lists feature even further you can now customize and organize Knowledgebase Articles, Guides, News Posts, and Files effortlessly in the agent interface (SC 132286).

The addition of Lists for your publish content empowers agents to create tailored lists with 'is/is not' filtering options for efficient content management across teams.

[Open Organization Profiles directly from Ticket Properties](#) 🔗
We've made it easier to open and view Organization Profile details. Agents can select the Organization in the Ticket Properties to open the Organization Profile in view. Plus, update the Ticket Organization by clicking on the pen icon (SC 143013).

🔗 In the Admin interface, the following custom field options will display their IDs to make it easier to determine which field is which: select, checkboxes, and radio buttons (SC 138986).

🔗 For CRM Lists, the filter options "Disabled" and "Auto-Responder" have been added so you can easily generate a list of disabled or auto-responder Users (SC 141628).

🔗 We have added a new API endpoint to support GET requests for all ticket logs (SC 140147).

Latest Improvements

.(Changes to the helpdesk favicon will be reflected immediately (SC 107932 ⬜

Usergroups inherited from a User's Organization will appear greyed out on their User ⬜
Profile. This distinction makes it clear which Usergroups can be edited. For those that
cannot be edited, a tooltip will provide information on where the permission is inherited
.(from (SC 143067

Bug Fixes

Resolved an issue where inline images in Snippets would be removed from messages ⬜
.(created via Macros when the Snippet is deleted in the Admin Interface (SC 131987

.(We have improved the security around accessing log files in the database (SC 141316 ⬜

.(Applied various security fixes relating to Agent Permissions (SC 140848 ⬜

.(Fixed an issue where the attachment upload size limit was not respected (SC 138864 ⬜

The edit button will not display in the Publish interface if the agent lacks permission to ⬜
.(edit items (SC 142804

Fixed an issue where it was impossible to add custom fields to an Approval Trigger ⬜
.(condition (SC 136119

Resolved an issue where hidden fields were showing when viewing the ticket on the Help ⬜
.(Center (SC 99841

.(Removed IP addresses from ticket messages created via Email and API (SC 140517 ⬜

Resolved an issue to ensure that double encoding is prevented for initial ticket values ⬜
.(retrieved from the JWT return URL (SC 141198

Added logic to prevent 30 days from converting to 1 month on SLA and Escalation forms ⬜
.(after hitting save (SC 136122

Resolved an issue with Agent Activity not displaying. Now the report will show activity for ⬜
teams with fewer than 50 agents, and hide teams where there are more than 50 agents (SC
.(136471

Resolved an issue where copying inline images from the agent interface would reference ⬜
.(a permalink that users couldn't access (SC 143427

Fixed an issue where the Linked Tickets menu wouldn't return results on the All tab (SC ⬜
.(129199

Fixed a discrepancy with time for Ticket Purging to ensure the timing is respected (SC ⬜
.(138685

Resolved a discrepancy with Community Topic votes to ensure the count is accurate when ⬜
.(viewing the Forum as an agent (SC 135426

Fixed a permissions issue which prevented a ticket template from being created (SC ⬜

.(139811

Resolved an issue where Ticket Searches were being saved without the refinement ⬚
.(criteria (SC 139434

.(Agent Note @mentions have been restored on the Deskpro mobile apps (SC 138083 ⬚

Resolved discrepancy between Usergroup count in the CRM and Admin settings (SC ⬚
.(142304

Added a permission check for modifying billing before the automatic billing runs on a ⬚
.(ticket (SC 136377

.(Fixed an issue where drafts in the forward reply box were not being saved (SC 138854 ⬚

Fixed an issue where previews on message forwards contained incorrect information (SC ⬚
.(142475

Fixed the issue where uploading an attachment larger than 2GB to a Knowledgebase ⬚
.(Article would cause an error (SC 142636

Resolved an issue with Ticket Search where the field Author wouldn't refine searches (SC ⬚
.(144021