

Deskpro Horizon Release 2023.24

2023-06-14 - Lara Proud - Commentaire (1) - Release Announcements

We're pleased to announce the release of Deskpro Horizon, version 2023.24. This release includes a new feature that will enable you to move between Deskpro instances easily as an agent, as well as several improvements across the interface that our team has been developing. This release also includes a number of bug fixes to resolve issues that were impacting performance across the helpdesk. For the full changelog, see the release notes below.

New Features

☐ Seamlessly move between Deskpro instances with Workspaces (SC 97775). Helpdesk Agents can now link Deskpro Workspaces. If you're a member of more than one Deskpro instance, you can log in to multiple instances and navigate between them using the Workspaces menu.



☐ New global **Welcome Email** settings will let you define the default value when a User is created in the CRM, which dictates whether or not they receive your helpdesk's welcome email (SC 111100).

Latest Improvements

- ☐ A number of accessibility improvements have been made to the User Profile, these updates will improve the visibility and navigation of the User profile (SC 104446).
- ☐ The performance of loading Brand pages in the Admin interface has been enhanced to ensure loading speeds are optimized when there is a lot of data associated with the Brand (SC 107016).
- ☐ We have implemented exact ID matching for Custom Ticket References when using Global Search, or User and Organization Search (SC 111995).
- ☐ We optimized the Notifications app to improve performance (SC 112269).
- ☐ You can now add multiple phrases into a Trigger action for Agent Notes (SC 108513).

Bug Fixes

- ☐ Resolved the issue where the open ticket count would not display correctly on User Profiles (SC 94654).
- ☐ Fixed the issue where you wouldn't receive notifications for Follower updates in your Ticket Queues, you can now enable this with the new notification options **Added as Follower** and **Removed as Follower** (SC 83511).
- ☐ Fixed an issue with the Add CCs to Ticket setting where the number of CCs added to a ticket could be greater than the limit (SC 102701).
- ☐ We fixed the search functionality for finding tickets on User and Organization profiles where they previously returned an error (SC 101074).
- ☐ Fixed an issue with Voice where **Accept call error: Call was already accepted** would display when trying to accept an inbound call on a Round Robin Call Queue (SC 108620).
- ☐ Resolved an issue where outbound SMS messages were logged as successfully sent but didn't deliver (SC 111148).

- ☐ Fixed an issue where custom Toggle fields wouldn't impact results when creating a Ticket List (SC 104660).
- ☐ Resolved an issue with Conditional Form fields that would scroll a User to the top of the Form when triggered (SC 107638).
- ☐ Restored the missing Help Center menu link for **My Approvals** (SC 109596).
- ☐ Resolved an issue where custom fields in a DPQL query would cause an error and return no results (SC 101884).
- ☐ Fixed an issue where grouping Ticket Queues by Status and Sub-Status would incorrectly show a value in the Queue when it was empty (SC 110466).
- ☐ We added the correct URL link for the User Permission Groups page in the Admin interface (SC 109070).
- ☐ We fixed an issue where the top of the screen was clipped on small phones (SC 110024).
- ☐ Fixed the **View your Tasks** link in Task reminder emails (SC 96518).
- ☐ We fixed an issue in the Snippets app to let you search for your private Snippets without going to the My Snippets menu (SC 101904).
- ☐ Fixed how Ticket Message CCs display in the Ticket thread when created by a User emailing into the helpdesk (SC 109950).
- ☐ Fixed an issue where creating a Macro with multiple Custom Select fields would affect previously created actions with the same value (SC 111331).

- We fixed an issue where the View Headers menu would cause an error when viewing it from a Forwarded Ticket (SC 101426).
- Fixed an issue where the Apply Snippet action in a Macro would cause a Ticket Message to be duplicated in the thread (SC 111052).
- Fix the issue where Ticket threads would intermittently become stuck and stop scrolling (SC 107791).
- We fixed an issue with the view attachment in lightbox option, so the lightbox will now close (SC 113186).
- Restored the ability to edit and save Queues and Lists in the Admin interface (SC 113714).
- Allowed file extensions to start with numbers in Admin Security settings (SC 106490).
- Fixed the console errors and warnings that would appear unnecessarily (SC 111937).

Patch Release 2023.24.1

We have carried out a patch release to resolve bugs.

- We fixed a bug where actions that set custom field values would stop all Trigger actions from running (SC 114426).
- Fixed an issue where Macros were not working as expected when using either the Run Now and Run on Send options (SC 114515).

Patch Release 2023.24.2

- We have fixed a regression where Agents were unable to use the ticket search to return results, now both Admins and Agents will see search results when using the Global Search app.

Patch Release 2023.24.2

- We fixed a cron issue impacting On-Premise customers who had upgraded to 2023.24.1, this update will remove the issue causing the cron job to crash.

On-Premise Controller Release 2.6.1

We are also delighted to announce the latest version of the OPC, 2.6.1. This version includes improvements and bug fixes that will improve the experience of using the OPC as a sysadmin.

Latest Improvements

- Start a background reindex task when importing an instance in test mode to ensure the search function works properly for test instances (SC 113493).
- Allow supporting services on the OPC server to be turned off if not in use (SC 113138).

Bug Fixes

- Update ansible tasks to stop using the deprecated apt_key module (SC 93831).
- Prevent certain auto-generated files from being backed up as part of the automated backup process (SC 113678).