

Deskpro Horizon Release 2023.41

2023-10-10 - Lara Proud - Commentaire (1) - Release Announcements

We're pleased to announce the release of Deskpro Horizon, version 2023.41. This release includes several enhancements to product functionality and bug fixes.

Latest Improvements

□ You can now quickly edit a Stat by hovering over it on the Navigation Panel in the Reports Interface.



This update lets you access and edit stats in your helpdesk more efficiently (SC 127244).

□ We added a check to verify the formatting of CSV headers before attempting to run an import to reduce the likelihood of duplicate headings causing a failed import (SC 117125).

Bug Fixes

□ The Mass Update Language tool will now let you set the user ticket language to nothing, or update from nothing to a language, where previously this action would fail (SC 98249).

□ We fixed an app integration issue where actions weren't performed when sending a reply or adding a note if using the "and close this ticket" or "and open next ticket" options (SC 104070).

□ Restored the Quick Stats on the Admin Dashboard, to ensure they display default data if the helpdesk stats are empty (SC 127671).

□ Ticket counts on the user's sub-search results will now account for Archived Tickets for CC'd Users which previously didn't display in the results (SC 123469).

□ Fixed an issue where toggling between the Knowledgebase Article editors would cause a URL replacement on non-standard URLs (SC 123024).

□ Creating a new Linked Ticket will now display in the Ticket History tab to provide a clearer history of actions on the ticket (SC 93623).

□ Fixed an issue where you couldn't scroll down on the Billing Page for On-Premise instances (SC 112758).

□ Restored the ability to call the API V2 Endpoint for News, Articles, and Files which previously resulted in an error (SC 128312).

- Fixed an issue impacting the migration of HTML in Snippets (SC 128403).
- Added some missing validation messages for Trigger actions (SC 124643).
- Fixed the Language dropdown menu alignment on the Email Templates page. (SC 123285).
- Restored the Add Label button that wasn't displaying when viewing an Organization Profile (SC 126298).
- Fixed an issue where the Help Center share icons images weren't displaying on Cloud instances (SC 125936).
- Fixed an issue where the Text Color, Highlight Color, and Paragraph Alignment formatting tools wouldn't remain open on the ticket reply box (SC 127703).
- Rectified an issue where images would show as broken in the Help Center editor but displayed correctly on the Help Center (SC 124722).
- Fixed an issue where logged-in Users could see unpublished or archived Guides when using Help Center search (SC 123399).
- Removed case sensitivity for the Label search for Help Center (SC 123550).
- Fixed an issue where loading Macros would result in an internal error (SC 127922).
- Fixed an issue with the **Cancel is user replies** criteria on Follow Ups to ensure the action doesn't run if a User replies (SC 125827).
- We fixed an issue where tickets were not able to be created via the API with multiple messages with attachments (SC 121094).