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Deskpro Horizon Release 2024.21

2024-05-21 - James Godwin - Commentaire (1) - Deskpro Releases

We're pleased to announce the release of Deskpro Horizon, version 2024.21.0. This release includes improvements to product functionality that will enhance agent experience and several bug fixes.

Latest Improvements

| $\ \square$ The Organization Hierarchy feature has been improved with additional validation to the Children field, which prevents agents from creating an infinite loop for a smoother user experience (SC 149243). |
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| Bug Fixes |
| \square The issue with the Error Duplicate Forward email template has been resolved. Users will now receive the templated response when they send duplicate forwards to the Helpdesk (SC 141998). |
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| We have resolved an issue with the agent assignment option in the reply box actions to ensure the ability to |

On-Premise Controller Release 2.17.1

remove the assigned agent respects the agent's own **Can Unassign** permission (SC 151692).

We are also delighted to announce the latest version of the OPC, 2.17.1. This version includes new features and some general improvements that will provide an increased level of administrator capabilities.

Bug Fix

☐ Retry container restarts during a configuration rollback for a failed instance update (SC 150591).