Deskpro Horizon Release 2022.19.0

2022-05-10 - James Godwin - Comments (0) - Release Announcements

We are delighted to announce the latest release of Deskpro Horizon, included are the following improvements:

- SC 64799 - Improved labels and descriptions of the settings in admin that allow agents as followers in CC fields.
- SC 71261 - Allow agents to see department fields even if they don't have permission for this department because they are an owner, team member, or follower of the ticket.
- SC 69427 - Fixed community topic approvement when submission validation is enabled.
- SC 69035 - Outbound email is now auto-populated when creating an email in the admin channels section.
- SC 61566 - Fixed where Macro was applying when it should be applied as Follow Up action.
- SC 68440 - Custom fields drawers:
    - Fixes for validation flags, to save and retrieve correct values.
    - Input spacing improved.
    - Added correct error states.
- SC 69512 - Secure user password reset by not leaking whether the address exists or not.
- SC 70641 - Fixed a bug in search where internal query conditions were not handled correctly. These changes will make the search produce more relevant results.
- SC 56757 - Improved information about the current build version.
- SC 70845 - Fixed typo in queue name 'Stared' -> 'Starred'.
- SC 71290 - Unassigned sub-queue has been added back when grouping by agent.
- SC 70853 - Use existing config for serving /app page.
- SC 71299 - Fixed regression where unassigned tickets were not getting auto-

assigned when the auto-assign on unassigned feature was enabled for ticket replies.

- SC 70861 - Fixed incorrect validation errors for Queues criteria, namely label and SLA criteria when a picked label or SLA is not required.
- SC 65494 - Fix SSO for agents.
- SC 70489 - Improved v5 migrations:
    - Fixed where ticket 'Saved Lists' were showing duplications in some cases.
    - Fix errors in admin in some configurations of ticket trigger criteria/actions where some toggle options were off.
- SC 71145 - Fixed display of agent team avatar.
- SC 71264 - Change how CSP directives are constructed for development environments.
- SC 71245 - "Improve spelling for the Last logged in message on the Admin Dashboard".
- SC 65499 - Fixed incorrectly displayed override name in the message history section.
- SC 66699 - Record delete actions for Emails, Notes, Chats, and Voice messages in the Ticket message history log.
- SC 58967 - Fix agent comments validation when users' permissions don't require it.
- SC 69094 - Limit Twitter message import attempts to once per minute.
- SC 50248 - Admin. Branding page. Added ability to show only https:// options for the Helpdesk URL dropdown when BE is providing URL as both http:// & https://.
- SC 71263 - Fix empty drafts being displayed on tickets.
- SC 70532 - The Macro button in the ticket actions menu has been fixed.
- SC 44156 - Published old v1/v2 API docs on the website.
- SC 46539 - Permissions - Mass Actions: UI shows mass action errors.
- SC 49755 - Internet Explorer 11- Show a please use another browser.
- SC 58677 - File Custom Field Bugs.
- SC 59744 - COMMENTS - All comments counts do not take into account unpublished comment count.
- SC 61270 - Time in billing & time log not editable.
- SC 63223 - Twitter: Tweet metrics.
- SC 64046 - REPORTS - table widgets on the Dashboard page selector does not appear.

- SC 64090 - Agent Teams: showing deleted agents in the table.
- SC 64799 - Change description of settings.
- SC 65011 - Shortcut App: create a form missing `Owner`.
- SC 65164 - HELP CENTER - Calendar pop up selection does not update the field on user form.
- SC 65273 - Channel API Messages -> clickable links
- SC 65410 - Consolidate admin/deskpro-ui-leftovers and common/deskpro-ui-leftovers
- SC 65451 - Shortcut: remove URL from story.
- SC 65457 - No linked objects behavior
- SC 66020 - Improve global search
- SC 66252 - Search is not working on the macro-add label
- SC 66382 - Ticket Form: User & Org Custom fields permission error
- SC 66689 - Re-Implement Action per Ticket Message Type
- SC 67023 - Search is not working on queues criteria
- SC 67217 - REPLY BOX: Formatting issue with spacing
- SC 67738 - Agent Permissions - "Can delete and spam tickets' Unassigned option not applying correctly to agents
- SC 67739 - REGEX inefficient for history
- SC 67935 - Log a unique error in our local PHP logs that are shared with Sentry so we can cross-reference them
- SC 68074 - EMAIL LOGS: Rejected hover text always shows from_invalid as rejected reason
- SC 69086 - CRM PROFILES: Open Ticket List
- SC 69203 - Sentry: Add tracing from UI to endpoints
- SC 69660 - Follow on to SC - 59812 Custom fields bugs
- SC 69788 - Display a Technical Error message to the user
- SC 69796 - Select Field Error State
- SC 70068 - Add Changesets to deskpro-product
- SC 70312 - Resetting Queues Bugs
- SC 70337 - Rename app "installer" service and associated command
- SC 70406 - Ticket Lists UI Issues

- SC 70799 - Consolidated upgrade of Shortcut and JIRA apps
- SC 70830 - The agent interface cannot view images in the message submitted via the ticket form
- SC 71014 - Error downloading ticket debug file
- SC 71027 - Ticket Message - View source Modal
- SC 71137 - Scheduled tasks warning is showing on the cloud
- SC 71192 - Ticket Message - View source Modal UI issues
- SC 71198 - Saved lists show many duplicate rows
- SC 71238 - Delete all dead queries, mutations, and fragments
- SC 71261 - Department Field incorrectly rendered as empty
- SC 71261 - Allow agents to see department fields even if they don't have permission for this department because they are owners, team members, or followers of the ticket
- SC 71689 - Migration to strip old email templates from other trigger action features