

Deskpro Horizon Release 2022.41

2022-10-11 - Lara Proud - Comments (0) - Release Announcements

We are pleased to announce the release of version 2022.41 of Deskpro Horizon. This release includes new functionality, which increases the level of flexibility in our interface, several other improvements, and bug fixes that will help to improve your experience in the helpdesk.

Our latest features

- [We have increased the flexibility of the interface by making the width of the ticket message and global apps adjustable width](#) (SC 88805).
- [You can now get instant context with our new ticket preview feature when you hover over a ticket in the interface](#) (SC 89042)
- [We have launched our new Scratchpad App, which provides a useful private note-taking feature inside the Deskpro interface](#) (SC 88865).
- We have added sorting options to the CRM table that enable you to sort Users and Organizations by relevant fields (SC 77468).

Improvements we've made

- We have improved how Email quotes are detected and displayed to make it easier to identify the most recent messages in the thread (SC 76172).
- We have translated Country names and improved the build of the phone number input window in the Agent interface (SC 84697).
- Twilio SMS actions will now show in the ticket log, so you can see which number a trigger has sent the SMS to (SC 86692).
- We have improved how Callback URLs work for migrating SAML user sources from Deskpro v5, improving the authentication experience for migrated helpdesk (SC 86530).
- You can now search for content on the Help Center Search using its title or ID number (SC 87426).

Bug fixes

- We have fixed the issue where the refresh icon was not rendering when accessing a Reports Dashboard via a public link (SC 81019).
- Fixed a bug where the Bubble Report widget caused an error when being added to a Dashboard (SC 77136).
- We fixed an issue where date field validation issues were causing errors when trying to create a new ticket from the Agent interface (SC 89299).
- We fixed an issue where Thai characters in reports were not displaying correctly in CSV files when opened in Excel (SC 87747).
- We have fixed the issue where Users' names were missing from Live Chat if the User didn't supply an email in the pre-chat form (SC 86757).
- We fixed an issue where Guide Pages weren't respecting Markdown line breaks (SC 86450).
- We fixed an issue where auto-grouping in report tables was not occurring correctly after page 1 (SC 81953).
- Fixed the issue where ticket forms with a 'None' option on a select field caused errors when Agents tried to send a response (SC 88954).
- We fixed the issue where Firefox users couldn't upload attachments via the file attach button on the Messenger Widget (SC 87564).
- Fixed an issue where previews of News Posts on the Help Center homepage were not displaying (SC 87453).
- We have fixed the bug where some language flags weren't displaying in Table View (SC 85848).
- Now, Ticket Stars will show the correct number of tickets in the Navigation Panel (SC 86991).
- We fixed an issue that affected the display of conditional blocks in email template previews (SC 87337).
- We have improved how we handle email account validation if someone tries to log in using a user source email (SC 77971).
- We have now resolved issues loading Facebook Messenger History so it will be visible in the Ticket History tab (SC 86881).
- Fixed the issue where Users could not remove CCs from a ticket from the Help Center (SC 85340).
- We fixed an issue with the Messenger Widget's embed code so that it handles a second brand's URL slug correctly (SC 55357).

□ We have fixed the bug that affected the ability to add or edit US phone numbers in the CRM (SC 88967).

Patch Release 2022.41.1

□ We have optimized the migration process to reduce downtime.

Patch Release 2022.41.2

□ We have fixed an issue that impacted On-Premise instances that are not publically available, where OAuth was failing to fetch and send emails (SC 90172).

On-Premise Controller Release 2.0.40

We are also delighted to announce the latest release of the On-Premise Controller. This includes several improvements and bug fixes to improve the OPC's functionality and experience managing your On-Premise builds.

Improvements to the OPC

□ Add an option to import an instance in 'test' mode to disable background tasks, outgoing mail, email accounts, etc (SC 87436).

□ Set the OPC address during the first login to secure access when the OPC is installed (SC 89139).

□ Include release information in telemetry (SC 88966).

Bug fixes

□ Check payload exists before rendering the database process information table (SC 89666).

□ Remove redundant flags when deleting an Elasticsearch index (SC 89358).

□ Update instance log and directory permissions (SC 89706).

□ Improve license check validity when creating a remote-support session (SC 88939).