Deskpro Horizon Release 2023.15

2023-04-11 - Lara Proud - Comments (0) - Release Announcements

We're pleased to announce the release of Deskpro Horizon, version 2023.15. This release includes several new features our team has been developing, general improvements to product functionality and interface, and several bug fixes.

New Features

 We have updated the UI of Ticket Status and Urgency
This update has changed the location of the Ticket Status and Urgency to the left-hand side of the Ticket in the Properties Pane, with the rest of the Ticket data. We've also added an alert that will display when you first log in after this change to ensure everyone is aware of the change (SC 95567 & 103568).

We have made this update following feedback that it wasn't intuitive having the status and urgency separate from other Ticket Properties, so we wanted to make it more obvious where to go by placing it with other Ticket update features.
 We have also updated the message that displays during an inbound call if the phone number is linked to more than one User.

Now the menu for selecting the relevant User will display above the Call in the Ticket, this means it will not block the User profile while the call is in progress and Agents can select the correct User while the call is active (SC 95456).

Latest Improvements

 We have extended the width of the Help Center links menu to ensure the link is visible without needing to use the tooltips (SC 103357).

 We have separated the Agent and Admin status bars in the **Languages & Locales** menu to make the status of language packs clearer (SC 104287).

Bug Fixes

 We fixed a phrase length issue that stopped the **Save** button from being accessible on

Ticket Lists in some languages where the phrase for Lists exceeded the width of the Navigation Panel (SC 105166).

 We have fixed a bug where the Agent favicon was not updating (SC 90726).

 We fixed several UI regressions, including (SC 102963):

- The Voicemail message not covering the full area in the Ticket.
- An excess board displaying for Social Ticket messages.
- User and Organization labels not overflowing correctly when spilling over two lines.

 Stopped the table in Admin from refreshing when opening and closing the Ticket Trigger menu to ensure it doesn't reset any filters applied to the table (SC 99366).

 We resolved some issues in the Admin Dashboard Billing section to ensure that if there is an error it will display the appropriate warning (SC 104481).

 Fixed an issue where Ticket Custom Fields Aliases couldn’t be referenced in Reports unless using the field ID (SC 90484).

 We have updated the UI of our Reset Queues menu in line with our other menu updates (SC 103855).

 When setting up passwords for 3rd party User and Agent authentication sources, the password will display hidden rather than as plain text (SC 97393).

 We fixed an issue with the stat builder to ensure you cannot create empty stats, and to ensure you can always delete them if they exist (SC 100917).

 Fixed a bug where adding an Apple Reviews platform would fail (SC 105619).

 We fixed an issue where using **Strong** or *Emphasis* headings in the Snippet editor would cause an error when applying the Snippet (SC 101646).

 We have fixed a permissions issue that was causing an error when opening some sections of Agent IM (SC 94447).

 We have fixed a bug where you couldn’t toggle Deskpro Universal Login on after adding it (SC 103712).

 Fixed an issue where custom fields in the Report variables would not display if they were duplicates (SC 91905).

 We have resolved issues with custom translations for custom select fields, so they will now display in the target language rather than the default language (SC 102495).

 We have restored the required field menu for the new Status UI to ensure that any validation errors are resolved when a Ticket is resolved (SC 106047).

 We fixed the Agent email template for a new community topic so that the URL will direct

you to the relevant topic (SC 97138).

 We’ve fixed an issue where concurrent Shifts with overlap would result in only one agent being automatically assigned tickets in a Round Robin (SC 102397)

 Fixed a bug where trying to load the Help Center Templates page would result in an error (SC 106283).

 We fixed a bug where Guide pages would cause an error when an Agent or User tried and access them from the Help Center (SC 106444)

On-Premise Controller Release 2.4.1

We have released the latest version of the On-Premise 2.4.1, this version includes several improvements and bug fixes.

Latest Improvements

 Cache containers more regularly to avoid waits when updating instances and OPC (SC 104982).

Bug Fixes

 Restart instance containers if they are stopped and the backup fails during the instance update (SC 106713).

 Increase the soft limit on open files for the Nginx system service during installation (SC 106710).

 Parse V5 configuration properly if warnings exist (SC 106499).

On-Premise Controller Release 2.4.0

We are also delighted to announce the latest version of the OPC, 2.4.0. This version includes several improvements that will provide an increased level of administrator capabilities and a bug fix.

Latest Improvements

 Increase safety during instance updates by stopping the instance before backing up to ensure data integrity (SC 104977).

 Support multiple formats for specifying the netmask during static IP configuration for a VM (SC 106141).

 Change OPC versioning and alerting logic to create a new minor release each month (SC 105984).

 Add a network latency status check (SC 105317).

 Extend problem data that is synchronized to the instance database to include information about the problems (SC 103957).

 Set environment variable in Deskpro config, if running an instance in test mode (SC 90103).

Bug Fixes

 Include rotated OPC logs in the diagnostic report (SC 105285).