

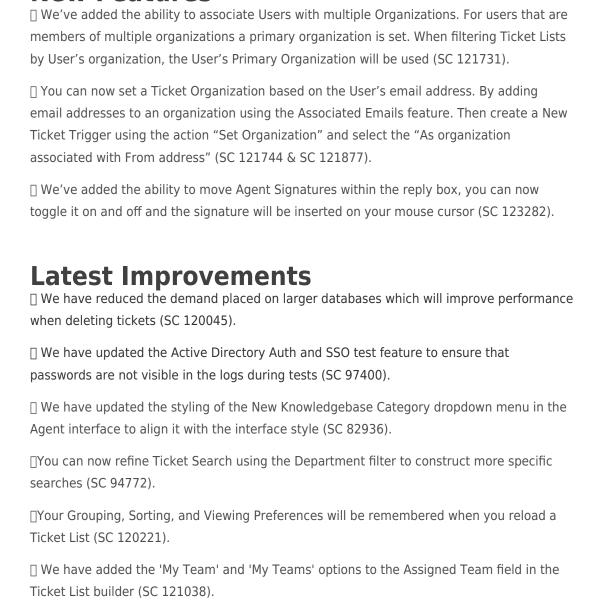


Deskpro Horizon Release 2023.38

2023-09-19 - Lara Proud - Comments (0) - Release Announcements

We're pleased to announce the release of Deskpro Horizon, version 2023.38. This release includes new features our team has been developing, general improvements to product functionality, and numerous bug fixes.

New Features



☐ We have updated the version of moment.js on the Help Center to ensure it does not get flagged on Security Vulnerability Scans (SC 126078). **Bug Fixes** ☐ Snippet categories will now appear in alphabetical order when searching the Snippet App (SC 97167). ☐ Fixed an issue where Agents were unable to set a ticket as Resolved from the Reply Box despite having adequate permissions (SC 117960). ☐ Fixed an issue where links to the Agent interface were not working when using Google Auth login (SC 102774). Admins are now able to save changes made to the Agent Settings page (SC 121855). ☐ Fixed an issue where fonts and icons were not loading correctly in the Reports Interface (SC 125901). ☐ Fixed an issue with the custom apps API to ensure they can append content to the reply box (SC 124196). ☐ We have removed the erroneous advanced FQL builder from the Ticket Queues menu (SC 121059). ☐ Fixed an issue where the Clear Draft function would not remove any Ticket Attachments when creating a Linked Ticket with an Attachment (SC 120497). ☐ Stop the 'Jump to most recent' button from displaying when the most recent Agent IM message is visible (SC 118351). ☐ We have fixed the issue stopping customers from adding new Facebook accounts (SC 126238).

Patch Release 2023.38.1

 \square We have fixed an issue where agents could not load user profiles via an organisation (SC 127062).

☐ We have fixed an issue that could potentially stop queues returning tickets (SC 127137).

On-Premise Controller Release 2.9.2

We are also delighted to announce the latest version of the OPC 2.9.2, which has fixed some issues with the On-Premise Controller.

Bug Fixes

☐ Fix validation of custom URLs for S3 compatible endpoints (SC 125623).

☐ Ensure all domains are converted to lowercase when adding (SC 126513).