Deskpro Horizon Release 2022.42

2022-10-18 - Lara Proud - (0) megjegyzés - Release Announcements

We are pleased to announce the release of Deskpro Horizon version 2022.42. This release includes several new features our team has been developing, other general improvements, and several bug fixes.

New Features

 We added the OPC button to the Navigation Panel to provide an easy route to the On-Premise Controller. The icon changes to orange or red if there is an issue depending on severity (SC 80201).

 We now support saving phone numbers that include extensions (SC 84224).

 We added additional grouping options for ticket queues to include text, currency, and URL custom fields (SC 86707).

 We've configured a new SCIM user provisioning service using Azure AD to make synchronizing and managing User Profiles seamless (SC 85375).

 We have released version 1.0.0 of our HubSpot app, which enables you to view Deals in the helpdesk and link Users to HubSpot contacts (SC 90335).

 We have released our Pipedrive app, version 1.0.0. You will be able to link Deskpro Users to Pipedrive contacts letting you easily view information without having to leave the helpdesk (SC 90335).

 You can now use custom User and Organization fields in Deskpro apps and widgets (SC 89850).

 For On-Premise customers, we have added a checkbox that lets you choose if you use the same email credentials for incoming and outgoing messages when using Gmail or Exchange (SC 90311).

Latest Improvements

 The Admin tab on the Navigation Bar will now turn red to notify you more effectively if any email addresses are failing (SC 87371).

 We improved how password errors display on the registration form if there is a custom

password policy on the helpdesk (SC 80273).

 We restored the FQL query bar for generating Ticket Lists (SC 89505).

 We updated the icons and added tooltips to the buttons for the Knowledgebase Articles translation editor to provide additional context for the interface (SC 80030).

 We have improved the behavior of Global Search when searching by ID. The results will now show if a ticket has been deleted, or for merged tickets, it will display the ticket it has been merged into (SC 83022).

 We updated the links to the setup guides for different authentication methods and SSO routes (SC 88012).

Bug Fixes

 We fixed a bug that meant you couldn't select items from the Help Center Content tab when inserting a link into Help Center content or tickets (SC 80215).

 The Help Center Design template editor will reload the code block when you switch brands (SC 89591).

 We have fixed issues where the value for the last User and Agent reply dates on a ticket wouldn't update for some channels (SC 79201).

 Fixed the bug where Triggers Criteria for Currency fields were not applied correctly (SC 88978).

 We have corrected the behavior of the toggle field, so if a Queue is created based on whether the toggle is active or not, it will display the tickets correctly (SC 89133).

 We have fixed the issue where removing an agent team will not block access to Lists in the Admin interface if there were Saved Lists related to that team (SC 89074).

 We have fixed real-time updates for Queues with Stars as criteria (SC 89345).

 We have fixed the clickable area on the date widget for Help Center forms (SC 84560).

 We have fixed an issue where Ticket Deflection was not working from the Help Center form's subject field (SC 88528).

 Fixed an issue with approval URLs not displaying the correct domain if the brand is not the default (SC 75079).

 We have fixed the inline image editor on Cloud instances so they will no longer error when opening the editor (SC 85590).

 We fixed an issue that stopped you from saving Help Center Templates if the theme set became corrupted (SC 80690).

 We have fixed the issue where Agent notes didn't send if they included an @ mention (SC

90079).

 We fixed a Macros validation bug that said a required field wasn’t fulfilled, even when an action was selected (SC 90134).

 We have fixed the issue where the Signature button wouldn’t appear and would display in the reply box (SC 90063).

 We have fixed an issue where changes to label color caused an error in Queues (SC 89882).

 We have fixed a bug where Community Forums wouldn’t load when switching between them if you had some grouping or sorting enabled (SC 85962).

 We fixed a bug where the ticket signature would get duplicated in the reply box (SC 87040).

 Fixed the file upload button in the Help Center, so you can now add files via this button (SC 88830).

On-Premise Controller Release 2.0.41

We are happy to announce the latest release of the On-Premise Controller, which includes improvements to your management of instances, additional control to the update process, and several bug fixes.

Latest Improvements

 We will now allow enabling and disabling of specific IP addresses for an instance (SC 89942).

 We will now update the OPC during the initialization rather than after the installation (SC 89518).

Bug Fixes

 Ensure critical services restart automatically if they are exited (SC 90149).

 Rotate logs based on size rather than age (SC 89830).