Deskpro Horizon Release 2024.27

2024-07-02 - James Godwin - (0) megjegyzés - Deskpro Releases

We're pleased to announce the release of Deskpro Horizon, version 2024.27. This release includes several improvements to product functionality and bug fixes.

Latest Improvements

 To improve agent experience when making changes to tickets that will result in the agent losing visibility of the ticket (i.e. assigning it to a department they don't have permission to view). We have added a menu to warn agents before they make the change to ensure they're aware of the action (SC 152353).

 To make it easier to diagnose issues with tickets we have added dumps of the `ticket_filters2` table to the ticket debug file (SC 154454).

 We have added support to query against the `people_orgs` table in Reports and using the API. This allows you to query all the different organizations a user is in (SC 152185).

Bug Fixes

 Users created during the creation of an organization will now inherit the organization's usergroups and thus will have the associated permissions (SC 152754).

 We have fixed the mobile app so agents can edit radio button fields (SC 153422).

 The ticket properties panel has been fixed so that when agents adjust the width of the panel the context will adjust to the available space (SC 150282)

 When a queue is grouped the sub-queues will now display in alphabetical order in the navigation panel (SC 153101).

 We have fixed an issue with the Round Robin admin menu that prevents admins from editing the title (SC 151447).

 We have resolved an issue with displaying the correct Ticket subject on the various social channel tickets (SC 153837).

 Now when users view tickets on the Help Center they will be able to see images sent with height and width attributes (SC 151252).

On-Premise Controller Release [2.19.0]

We are also delighted to announce the latest version of the OPC, [2.19.0]. This version includes new features and some general improvements that will provide an increased level of administrator capabilities.

Latest Improvements

 Support configurable severities in problem feed (SC 156179).

Handle the case of incompatible database dumps from the latest versions of MariaDB (SC 155152).

Bug Fixes

 Update container default networking configuration to restrict access to internal port-based routing that could be abused in some environments (SC 156129).