

Deskpro Horizon Release 2024.8

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We're pleased to announce the release of Deskpro Horizon, version 2024.8. This update includes some improvements and several bug fixes.

New Features

- We've updated permissions so only Admins can change agent contact information from the CRM (SC 141906).
- Handling has been added to block SMS messages sending if the number is not registered (SC 138902).

Latest Improvements

- Added the ability to remove field mapping options during CSV import (SC 135868).

Bug Fixes

- Resolved an issue where the reason for deletion wasn't saved in the Ticket History when the action was taken using a Mass Action or Macro (SC 108089).
- For On-Premise accounts, inline images sent in chats will now display in the ticket thread in the agent interface (SC 107514).
- Fixes an issue where inline images wouldn't display in ticket messages because the token access had expired (SC 142118).
- Resolved an issue where Ticket Drafts wouldn't be saved when switching between tabs (SC 125051).
- Corrected a permissions error where agents with relevant permissions couldn't mark tickets as spam using a Mass Action (SC 139409).
- Fixed an issue where setting a User as an Organization Manager or adding their position wouldn't be saved after a refresh (SC 138694).
- Resolved an issue where the custom date field would display the incorrect date (SC 140492).

- Added a **Load more** button to Snippets to replace the auto-scroll loading behavior (SC 137424).
- Resolved an issue where editing a custom text field would result in the field clearing (SC 124724).
- Fixed the Mass Action option to **Run Macro** (SC 142909).
- The name field on the Chat form can now be unrequired, so users don't have to fill this in when initiating a Chat (SC 139890).
- Resolved an issue where Recurring Tickets couldn't be created or saved (SC 137380).
- Fixed an issue where dependent fields would load slowly (SC 138667).
- Updated the display of the Properties Panel tabs to align with the design (SC 140782).
- Fixed an issue with the **On** filter for date and time fields that pulled tickets from before the selected date (SC 137042).
- Resolved an issue with the CSV importer removing associated domains when importing an existing Organization if **Replace all values** was selected (SC 138347).
- Authentication Cookies will be issued even if an agent skips setting up 2FA (SC 143155 & 143183).
- Updated the User 2FA success messages for Email and TOTP (SC 134954).
- Resolved an issue where using links in ticket messages would disappear from the ticket thread after sending (SC 143130).