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2023-11-28 - Lara Proud - Comments (0) - Release Announcements

We're pleased to announce the release of Deskpro Horizon, version 2023.48.1. This release includes an exciting new feature that improves agent efficiency, some general improvements to product functionality, and several bug fixes.

New Features

☐ Build an unbeatable blueprint for support with Ticket Templates

Configure custom outlines for every core ticketing process with our newest feature <u>Ticket Templates</u>. Agents can apply templates in two clicks with pre-filled fields, boosting agent productivity, reducing human error, and speeding up ticket creation.



For more information on how to start using Ticket Templates, please refer to our <u>Admin</u> <u>Guide</u>. For tips on using them as an Agent, check our <u>Ticket Templates Guide</u>.

Latest Improvements

☐ The Everyone Usergroup has been updated to ensure Guest Users cannot submit
comments on Help Center content. If a non-registered User tries to submit a comment they
will be prompted to log in or register (SC 127799).

$\ \square$ We've improved the behavior of resetting ElasticSearch indexing to ensure that if you
repopulate the index all existing jobs will be purged to ensure the new jobs can process
straight away (SC 130289).

☐ We have added	the insert Snippet	button to the	reply box or	n the Deskpro	iOS and	Android
mobile apps, or Si	nippets can still be	inserted via S	Shortcode (S	C 109285).		

Bug Fixes



$\hfill \square$ We have fixed an issue with the Date DQL	L filter where it would not correctly return re	sults
when using a Timezone in the date (SC 103)	3684)	

Patch Release 2023.48.1

☐ We reverted an issue with the publish editor where text and images under numbered lists

would be misaligned (SC 134999)

On-Premise Controller Release 2.11.3

We are also delighted to announce the latest version of the On-Premise Controller, version 2.11.3.

New Features

☐ The health check metric endpoint will now parse multiple accept header formats to reduce complexity (SC 127397).

Bug Fixes

☐ Ensure that disabling IP access to an instance will not render it inaccessible (SC 134706).