

Deskpro Horizon Release 2024.22

2024-05-30 - James Godwin - Comments (0) - Deskpro Releases

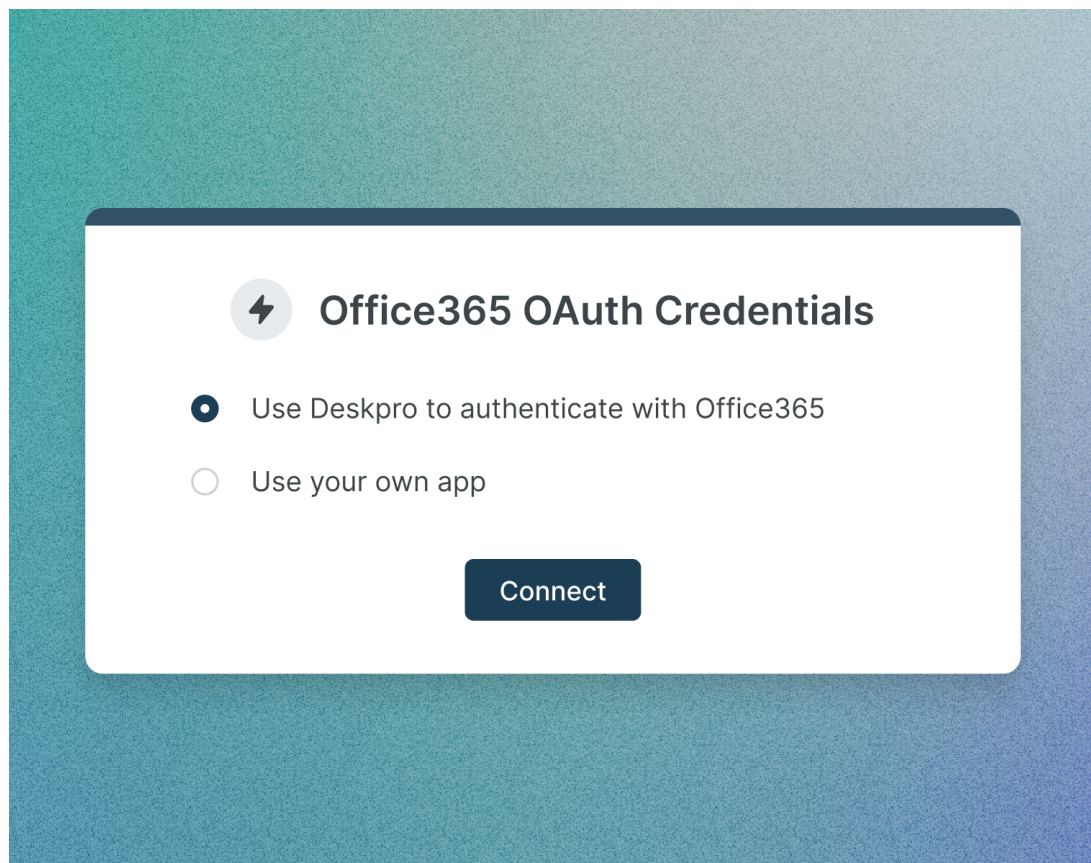
We're pleased to announce the release of Deskpro Horizon, version 2024.22.0 This release includes several new features our team has been developing, general improvements to product functionality, and several bug fixes.

New Features

▢ [Connect Office 365 email accounts using Deskpro Authentication \(SC 111884\)](#).

We've simplified the process of adding an Office 365 account to manage your help desk's email with our new OAuth provider. Now, you can link your Office 365 email account directly through Deskpro without the need to set up credentials in Microsoft Azure/Entra. This has been streamlined as Deskpro can handle this in only a few clicks.

The previous OAuth method will still be available, allowing you the option to continue using the existing setup if you prefer.



☐ Add desired sync time to user sources that support syncing (SC 113505).
You can now specify a preferred time for Deskpro to automatically sync with your Active Directory or LDAP sources for both users and agents. When Auto Sync is enabled, the default sync time is set to 1 am UTC, but you can customize this to better fit your needs.

Auto Sync

Routinely sync user information from this usersource to Deskpro

Sync Time

Time of day UTC when the sync should run. Uses 24 hour format: HH:MM. 01:00 or 13:30 as examples.

14

:

39

Last Sync

| Start Date | Status | Sync Time | Records |
|--------------------------|-----------|-----------|---------|
| May 23, 2024, 9:53:09 AM | Completed | 4 mins | 102! |

Latest Improvements

☐ We have strengthened security measures for agents accessing inline images in tickets, as well as ticket and file attachments through the agent interface (SC 137755 & SC 139290).

Bug Fixes

- ☐ We have fixed Brand slugs for On-Premise customers using a custom domain, to prevent users from entering a redirect loop when visiting branded Help Centers (SC 146600).
- ☐ Corrected an issue with the User CSV import to ensure users are not incorrectly added to the wrong organization when the organization name contains numbers (SC 150886).
- ☐ We added safeguards to the email reply box to prevent message drafts from remaining after sending a reply and closing the ticket (SC 103135).
- ☐ Fixed the issue with creating tickets using Ticket Templates to ensure agent notes are not sent to users as messages (SC 149171).
- ☐ For Safari users, we resolved the issue with the ticket reply box so that keyboard commands (e.g., cmd + ⬅) do not disrupt the reply box layout (SC 149106)

□ We fixed the total charge footer in the Time & Billing feature on Tickets, so Agents can scroll the full list of charges on a ticket (SC 147437).

On-Premise Controller Release 2.17.2

We are also delighted to announce the latest version of the OPC, 2.17.2. This version includes new features and some general improvements that will provide an increased level of administrator capabilities.

Latest Improvements

- Check and renew the default self-signed HTTP certificate for instances and OPC (SC 152388).
- Create a problem check to alert if Elasticsearch configuration has been replaced due to an upgrade (SC 152562).

Bug Fixes

- Allow the installer script to accept arguments to pass to the OPC initialization routine (SC 152809).