Deskpro Horizon Release 2022.47

2022-11-22 - Lara Proud - Comments (0) - Release Announcements

We're pleased to announce the latest release of Deskpro Horizon 2022.47. This version includes a new feature in the Admin dashboard, some general improvements, and several bug fixes.

New Feature

 We have added a notice to the Admin dashboard to notify you of any Twitter account outages (SC 91209).

Latest Improvements

 We added a **Users** filter to Ticket Lists. You can refine Users against their Organization (SC 84888).

 Restored the ability to close an open ticket by selecting it again from the ticket list when in Card View (SC 92513).

 When using your keyboard to navigate tickets, the first ticket in the table will be auto-focused, making it easier to tab through the tickets with your arrow keys (SC 91995).

 Added the ability to open the ticket linked to a task when clicking on the ticket icon in the task interface (SC 87023).

 We have restored the image resizer in the Help Center editor (SC 92237).

 We improved the behavior of our User, Organization, and Help Center Content previews (SC 63274).

 We have updated our UI typography to make fonts in the helpdesk more uniform (SC 93320).

 We have made several UI improvements across the agent interface that enhance the overall appearance of the helpdesk (SC 85567).

 We restored HTML permission for agent accounts (SC 92785).

 Restored the refresh button for the ticket Lists feature (SC 93061).

 We have updated the descriptions for our app in the Admin interface and released the

latest version of the Deskpro feedback app (SC 94197).

Bugs Fixed

 We fixed the issue where newly installed instances had problems with their **Backlog by Department** report (SC 92220).

 We have restored notifications for changes to custom fields (SC 69865).

 Removed the edit stat link for agents who are not reports admins (SC 91609).

 We fixed an issue where Department and number fields couldn’t be changed using a Mass Action (SC 87119).

 Fixed an issue displaying **To** recipients in the email forward template (SC 82939).

 Fixed an issue where Ticket Default Departments wouldn’t load in the Admin interface (SC 91718).

 Fixed comment ID displaying incorrectly for guests on the help center (SC 92225).

 We have fixed an issue where pending emails were blocking Users from being created (SC 93174).

 Fixed the missing name field in the pre-chat form for the Messenger Widget when used by guest users (SC 91762).

 We have fixed automatic ticket locking when opening ticket tabs in the background (SC 93567).

 Fixed multiple issues with Guides where the page sections, start reading button, and Guide breadcrumbs were ignoring Volumes (SC 93057).

 Fixed using HTML entities in Guide Pages so they won’t display special characters (SC 93281).

 We have implemented a fix to ensure ticket messages are not duplicated in the thread after more are fetched (SC 92301).

 We have improved the behavior of hierarchical fields by adding drill-down components in the Trigger Rule builder (SC 77891).

 We fixed the overflowing hover state on ticket tabs (SC 87075).

 Fixed a permissions error that stopped Agent IM from loading correctly (SC 93322).

 Fixed an issue with Guides where Japanese characters got saved as special characters (SC 93403).

 Inline images in a ticket message will open in a new tab when clicked (SC 93687).

Patch Release 2022.47.2

 We fixed a bug on the ticket form field options dropdown where you couldn’t select options from the checklist because it appeared behind the window. This will now load in front of the window and allow you to select the necessary fields (SC 94578).

 Fixed an issue with the Twitter accounts page in Admin, where it would load indefinitely and cause an error. The page will now display correctly when selected and won’t result in an error (SC 94331).

On-Premise Controller

We are also pleased to announce the latest version of the OPC, 2.0.46. This version includes some general improvements and bug fixes.

Latest Improvement

 We added the ability to wrap the output of the dp:login-token command in a native OPC command to display the correct IP addresses for login (SC 73739).

Bug Fixes

 Link to test instance documentation from OPC and provide guidance on how to log in to test instances (SC 94191).

 Try and select a non-conflicting subnet for the docker network automatically (SC 83076).

 Remove the database and user if import over SSH fails (SC 94390).

We also produced another release last week, version 2.0.45, which included some minor bug fixes.

Bug Fixes

 Prevent errors from being thrown if no release cache is present (SC 93717).

 Ignore warnings when checking the DB size on the remote server (SC 93875).

 Catch errors when walking a file path to check for attachment count (SC 93905).