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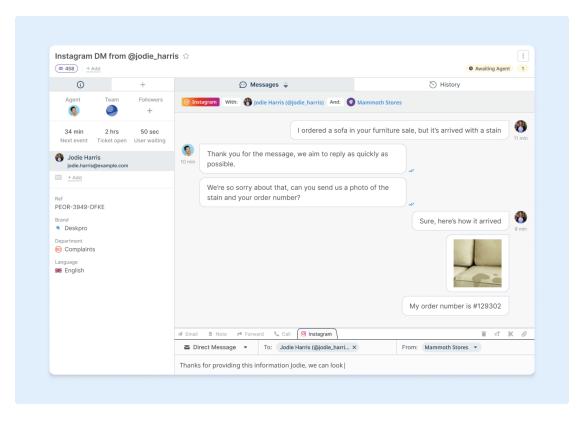
2023-08-30 - Lara Proud - Commenti (0) - Deskpro Releases

We're thrilled to share the latest release of Deskpro Horizon, version 2023.35. This release includes a new communication channel, general improvements to existing features and interfaces, and several bug fixes.

New Features

☐ We've released our latest communication channel - Instagram Direct Messaging (SC 99630 & 124019)

Connect with your customers or employees on your Business Instagram account via DMs. Streamline all your social communication with our latest addition to Deskpro's omnichannel suite of communication tools.



You can get started with the new channel by connecting your Business Instagram account with your Deskpro helpdesk. For the setup guide, see Instagram Guide.

Admins can Configure the My Tickets tab in the Help Center, they are able to select which fields and in what order they display for end-users accessing their Tickets via the Help Center (SC 119661).

Latest Improvements

You can use the shortcut '' and 'Enter' to insert a Divider in the Ticket reply box (SC 120556).
\square We've updated the behavior for setting a Star on the Ticket Preview Menu, so now the Star will display next to the title on the Preview menu when a Star is set or unset (SC 108233).
\square We've improved the logic of the Ticket List filters to optimize performance when running queries (SC 120491)
$\ \square$ The Ticket Properties Pane will now display errors for the specific mandatory custom field when the ticket is loaded (SC 83243).
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Bug Fixes
$\ \square$ Fixed the issue where images in the Agents' signatures would overflow the ticket message (SC 116070).
☐ Fixed several issues with the SLA User waiting time until the next agent response , now the SLA will be able to run multiple times on a ticket, will not display as failed when a User responds, and will not have an effect on other SLAs that are running on the Ticket (SC 108054).
\square We fixed issues where CCs were displaying as struckthrough when the helpdesk was added as a CC on a ticket Now the strikethrough behavior will correctly indicate who was a recipient of the message (SC 101160).
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$\hfill \square$ Fixed an issue with Ticket Form fields appearing out of order on the Help Center (SC 107367).
\square We fixed an issue where SPLIT BY and ORDER BY references were not fetching data correctly for custom data (SC 114224).
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☐ Fixed an issue with the Admin menu appearing blank when trying to create a new Chat Queue (SC 123125).
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$\ \square$ Fixed an issue not allowing Agents Followers with modify permissions to edit an unassigned ticket (SC 115826).
Fixed a migration issue with Snippets that use the variables 'Ticket Date created' and 'User prefix title' (SC

Patch Release 2023.35.1

☐ We have fixed an issue where Users were unable to view their Tickets on the Help Center (SC 124679).

On-Premise Controller Release 2.8.5

We are also delighted to announce the latest version of the OPC, 2.8.5. This version includes new features and some general improvements that will provide an increased level of administrator capabilities.

Latest Improvements

☐ Support alternative "From address" in Problem Checker notifications (SC 123019).

Bug Fixes