Deskpro Horizon Release 2022.30.2

2022-07-26 - Lara Proud - Comments (0) - Release Announcements

We're pleased to announce the release of Deskpro Horizon, version 2022.30.2. This release includes several new features that our team has been developing, general improvements to the product functionality and interface, and a number of bug fixes.

New features in version 2022.30.2

 When you have a ticket open, the ticket tab will flash to notify you of a new inbound or outbound message being added (SC 78084).

 We have added the ability to add HTML blocks to Knowledgebase Articles, News Posts, Files, and Community Posts, as well as the ability to edit legacy content blocks (SC 76021).

 We have updated our GitHub app to version 1.0.4. This release adds the functionality to view, link, or unlink Github issues to tickets in Deskpro's Agent interface (SC 78674 & 78658).

Improvements we've made

 We have added the ability to provide multiple values for the select custom field in the rule builder (SC 77899).

 We've increased the silence timeout settings for voicemails to 10 seconds (SC 80433).

 Image attachments are now visible in the Version History of News Posts (SC 76831).

 We've improved the validation field for Agent forwarding settings when an email account isn't selected (SC 77410).

 We have added Organization fields as an option for SLA custom fields (SC 79984).

 We've improved the behavior of ticket statuses, so if a sub-status doesn't match the status it will be ignored (SC 80032).

 We've improved the indention behavior in the text editor, indent controls now work with bullet points and numbered lists (SC 78730).

 We've improved how validation errors display in the Admin drawer for "Awaiting User" status, so the validation will now be more helpful for Admins (SC 63125).

 We've improved the connection exception responses to app developers to provide a more meaningful response that can be acted upon (SC 80365).

Bugs we've fixed

 We have fixed the functionality of the "Preserve Agent Notification Subscriptions" option when resetting Queues. It will no longer stop Custom Queues from being deleted (SC 75948).

 We have fixed conditional fields in the Messenger Widget so they will respect the dependency rules added to the form (SC 79521).

 We have fixed the issue where variables inserted into email templates weren't displaying (SC 79600).

 We've fixed the handling of bad requests that were causing errors when creating a ticket message (SC 80359).

 We fixed the tickets with the 'No Label' criteria that incorrectly generated queues of tickets with labels (SC 80351).

 We've also fixed the issue where the label criteria for Queues weren't being applied (SC 80454).

 We fixed the API authorization issues in the API Keys and Ticket Statuses Admin drawers (SC 79163).

 We have fixed the issue where the action code #note was visible in the Agent note when replying via email (SC 77185).

 We've fixed the bug where an Agent couldn't use a shortcode in emails or @ mention in notes at the start of a new line when it was created using shift+enter (SC 79715).

 We've fixed the issue where hitting space auto-inserts an @ mention. Auto-insertion will now only occur when you hit tab or return (SC 80127).

 We have fixed the issue where the Agent password reset link was generating incorrectly for helpdesk using custom domains (SC 80498).

 We fixed saving an auto-attendant if the voice asset was changed or removed (SC 80677).

 We have fixed the issue that affected setting online and offline status on the Voice and Chat apps (SC 78449).

 We fixed the issue where you couldn't insert shortcodes that began with specific character ranges (SC 80663).

 We fixed custom field terms in the ticket API (SC 80767).

 We fixed an error that was occurring in the rendering of the ticket reply box on older but still supported versions of Safari (SC 78494)

 We've fixed how Department permissions impact search so that Agents will only be able to search for tickets that they have full permissions to access (SC 80770).

 We've fixed the Snippet variable in the Agent interface to allow a Phone Number insert

(SC 79161).

 We've fixed an issue in ticket queues, so the relative date will now update in line with the time passed (SC 71237).

 We've fixed an issue with queue criteria that was causing notifications to fail (SC 80484).

 We've fixed the "Agent message exists" trigger criteria. To ensure when multiple messages (such as an email and a note) are added to a ticket at the same time, messages are correctly sent to the user (SC 81309).

On-Premise Controller Release 2.0.27
We are also delighted to announce the latest version of the OPC, version 2.0.27. This version includes a new feature, some general improvements, and a fix to improve instance creation from the CLI.

New features we've created
 We have added OPC commands to make it easier to reset and reindex Elasticsearch indices for instances (SC 79670).

Improvements we have made
 We've updated options for adding recipients to Problem Checker notifications so that they specify the severity of warnings they receive (SC 80694).

 Clarify Elasticsearch health on the status page and provide some statistics on the document counts on the instance Elasticsearch page (SC 79666).

 We've improved IP address determination for the Access Instance drop-down list (SC 79585).

 Add a problem check to notify admins of an active remote support session with Deskpro Support as a reminder to turn it off when no longer needed (SC 80460).

Bugs that have been fixed
 We added a fix to prevent the auto-deletion of an instance when creating an instance from the CLI with an existing instance name (SC 80716).