Deskpro Horizon Release 2024.14

2024-04-03 - Lara Proud - Comments (0) - Deskpro Releases

We're pleased to announce the release of Deskpro Horizon, version 2024.14. This release includes an update to our SCIM mapping and enhancements to our Social Channels.

New Feature

 We've enhanced the interaction between SCIM and Deskpro's built-in and custom fields to ensure that data from the Identity Provider can be mapped to Deskpro's data fields (SC 105890).
 We have upgraded to PHP 8.3, we recommend that On-Premise customers upgrade to the latest version of the OPC before upgrading (SC 140454).

Latest Improvements

 Facebook, Instagram, WhatsApp, and Twitter will now display images, audio, and video for improved communication via DMs, Posts, and Comments (SC 113142).

 When you download a Ticket as a PDF, you will now see more information about the records associated with a Ticket, including Approvals, SLAs, and Tasks (SC 109700).

 Improved the UX for editing Guide Volumes and Chapters by adding checks and confirmations to improve clarity and ensure agents know where an item is going (SC 106559).

Bug Fixes

 We've fixed a bug where Snippet attachments weren't included in new messages when applied via a Macro. This issue was occurring specifically for Tickets updated using Mass Actions or Follow-Ups (SC 143122).

 We've standardized the deletion warning for Agent removal - it will now appear consistently throughout the interface (SC 137957).

 We've addressed a bug that made the CRM's Navigation Panel not scrollable when the browser was zoomed (SC 146030).

 Resolved an issue with JSON Web Token authentication not working with Messenger (SC 147976).

 Fixed an issue with the Open SSL library (SC 147880).

On-Premise Controller Release 2.16.0

We are also delighted to announce the latest version of the OPC, 2.16.0.

Latest Improvements

 Add a problem check to notify when Elasticsearch field mappings are approaching their upper limit (SC

147712).