Deskpro Horizon Release 2024.35.0

2024-08-29 - James Godwin - [Comments (0)](#) - [Deskpro Releases](#)

We are thrilled to announce the release of Deskpro Horizon, version 2024.35. This update brings a host of new features, enhancements to product functionality and interface, and several important bug fixes.

New Features

☐ Enhance phone support capabilities with Voice Premium

We're excited to announce the launch of **Voice Premium** features, designed to enhance support capabilities. Three new features are now available:

- **Call Monitoring:** Allows supervising agents to listen in on live calls, provide real-time support, and gain valuable insights into customer experience.

- **Ranked Routing:** Enables ranking agents based on skill or expertise, ensuring customer calls are routed to the most suitable agent first.

- **Wrap-Up Time:** Allows agents to complete post-call activities without interruption, including writing notes and sending follow-up emails.
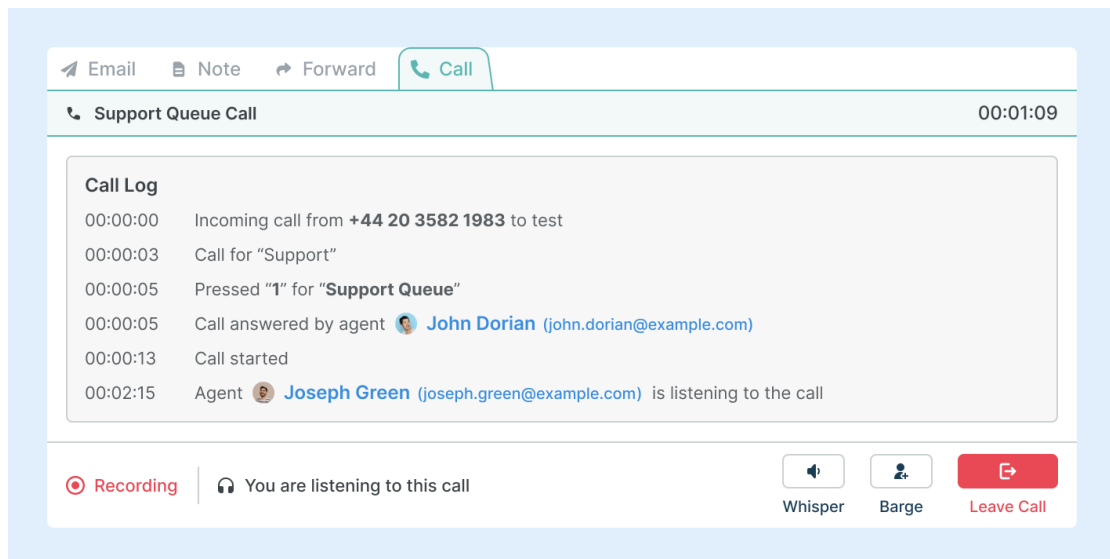
These features are available for Professional and Enterprise plans at no additional charge and are designed to maximize productivity, ensure quality assurance, and provide personalized service.

Latest Improvements

 A new Card has been added to Messenger, the Link Card, which allows you to display links to users interacting with Messenger (SC 145032).

 We have improved the file upload experience for users interacting with a chatbot, making it smoother and more efficient (SC 158916).

 AI ticket summaries feature will now provide more concise summaries using bullet points, making it easier for agents to quickly grasp the issue at hand (SC 158100).

 We've improved the Auto Publishing feature for Articles, Files, News Posts, and Guide Pages. You can now set them to automatically publish from a draft, rather than the previous behavior where the item had to be in an unpublished state to be scheduled (SC 141079).

 We have improved how disconnected calls are entered into the call logs to provide a clearer explanation (SC 153808).

Bug Fixes

 We fixed several admin menus, so the save button will only be enabled once there are changes to save to prevent unnecessary saves (SC 142149)

 The **Resolve Ticket** button will now display to users viewing their tickets on the Help Center, allowing users to resolve their pending tickets (SC 146679)

 Deskpro's Shift feature has been fixed so it once again respects a shift's timezone for more accurate scheduling (SC 151101)

 Fixed an issue where the wrong fields would display to agents creating a New Ticket, when the brand doesn't have a default department set, making it easier to create tickets (SC 150163)

 The issue of not being able to run a macro that calls another macro has been resolved, allowing for more complex workflows (SC 158434)

 Resolved the issue where agents would see **Voice error: device offline** to reduce unnecessary errors (SC 145342)

 We have fixed the problem of tickets getting stuck in the live state when an incoming voice call is canceled while being answered by an agent to ensure tickets are properly updated (SC 160086)

 Admins will no longer be able to create triggers that add tickets to a brand that isn't associated with a department, preventing incorrect trigger setup (SC 160012)

 Blank emails received by the Help Desk will no longer display the "HTML Failed to Render" warning to the agent viewing the ticket, reducing unnecessary warnings (SC 161025)

 We have fixed Agent Team avatars, it is now possible to upload a custom image to use as a team's avatar for more customization (SC 156573)

On-Premise Controller Release 2.20.3

We are also delighted to announce the latest version of the OPC, 2.20.3 which includes a bug fix that will improve the On-Premise experience.

Bug Fixes

☐ Add additional handling for container restarts during instance updates (SC 161301).