Deskpro Horizon Release 2022.26.0

2022-06-28 - James Godwin - Comments (0) - Release Announcements

We're pleased to announce the latest release of Deskpro Horizon, version 2022.26.0. This release includes a number of new features that our team has been working to develop, alongside several general improvements to the interface and functionality, and bug fixes.

New features that have been added

 On-Premise Enterprise customers can now edit their Twilio credentials with our Twilio account management page (SC 72829).

 We've added the ability to generate ticket Lists against Tasks and Total User Wait time on tickets (SC 75087).

 We've updated our Trello app to v1.0.3. With this upgrade, you are now able to create, view, and unlink Trello cards from the Agent interface (SC 74930 & 74946)

 Custom apps will now be able to use your custom ticket fields (SC 76734).

Improvements that have been made

 We've improved the UI/UX of Ticket CCs to increase clarity, they will now be visible and editable via the sidebar so there is a single source of truth for Ticket CCs (SC 63947).

 We've added dropdown options to the Ticket completion actions in the reply box, so you can now stay on the open ticket, close the current ticket, or automatically move to the next ticket (SC 65950).

 Improved the UI of the Assets Menu in email templates and the Help Center editor (SC 64822).

 We've improved the adding agent validation in the admin API (SC 74662).

 Various improvements have been made to the layout and styling of the Deskpro mobile app, including keeping desktop and mobile sessions separate for lists, navigation, and open tabs (SC 73677).

 We now save the last used country code on the voice widget, so you won't have to enter the country code values for the next use (SC 75983).

Bugs fixed in this release

 Fixed issue with variables being inserted into the wrong place when using the email template editor (SC 63147).

 We have fixed an issue where the inline images in a signature were being deleted, when tickets that used the signature were being deleted (SC 75057 & 75014).

 The issue where legacy HTML content wasn't being correctly migrated to the new Rich Text editor has been fixed (SC 69886).

 We have fixed several UX issues and bugs surrounding the Snippet drawer in admin. Admins will now be able to successfully create, edit, and delete translations for snippets with attachments (SC 65340).

 We have added validation for usersources' credentials (SC 75887).

 We've fixed an issue with Macros where if an action was changed from 'Agent Reply' to 'Agent Note' an error would display (SC 76057).

 Setting and resetting another admin's password, from the admin interface, has been fixed (SC 75185).

 We've added an "Add" button to create conditions for queues when there are no rules (SC 76247).

 We've fixed the error when importing or exporting theme set assets (SC 76068).

 Default phone number will now be auto-selected when dialing out (SC 69851).

 Documents are now properly deleted from the ES index (SC 76556).

 An app will now gracefully fail if the data sync webhook contains no matching identifiers (SC 76700).

 We have fixed the issue where agent subscriptions to v5 filters weren't being honored in default queues after migrating (SC 72638).

 We've fixed the issue that stopped you from being able to download a debug file on tickets that were created via forwarding (SC 76670).

 We've added a "refresh" button to the card view of a Ticket List (SC 76796).

 We've fixed real-time updates so they will occur correctly on grouped queues (SC 75225).

 The WebHook error that occurred when a response is a valid JSON but not an array has been fixed (SC 76698).

 We have fixed the sub-item menu on the Help Center form so it will now show all the options (SC 76785).

 The issue where community subscription emails weren't being sent has been fixed (SC 76063).

 We've fixed the bug where a "hold" status was preventing tickets from loading (SC 76876).

 We have fixed the bug where ticket trigger actions could not set a field value for a custom field (SC 76937).

 We have fixed the bug where turning commenting off on Publish content also disabled commenting on Community topics (SC 60262).

 We have released v1.0.2 of our Jira app which contains bug fixes (SC 76892).

We've improved the behavior for adding a reply, note, or inserting a Snippet via a Macro, depending on whether the Macro is Run Now or Run on Send (SC 61839).

 We've added a running environment context to the agent interface, to fix the issue that was causing an error to be shown to Cloud customers (SC 76703).

 The issue that results in an error when creating an article via API has been fixed (SC 76552).

 We've fixed how permalinks on Publish content are generated so they will no longer break articles (SC 77141).

 We have fixed the issue where translated messages weren't showing in the Help Center ticket section (SC 74808).

 We've fixed the User and Auth SSO bug, so an error will no longer display when the page is opened in admin (SC 77270).

 We've fixed memory issues that were occurring when loading a ticket queue if there were lots of disabled custom fields (SC 77339).

We've improved how errors for On-Premise accounts display, so Cloud accounts will no longer see error codes that aren't relevant to them (SC 77215).

 We've fixed an issue where required ticket properties were set as null, resulting in tickets not loading (SC 75990).

OPC Release 2.0.20

New features

 Allow toggling of access from Deskpro to the OPC for individual Deskpro admins (SC 71586).

Improvements

 We've added some pages to guide users through the process of importing older instances of Deskpro (SC 74800).

 We have added options to the instance upgrade procedure to allow users to select whether or not to purge all old backups and/or include attachments in the on-the-fly backup

produced as part of the upgrade procedure (SC 74676).

Bugs fixed

 We've fixed an error with getting Elasticsearch status if the URL has a trailing forward slash and updating the disk space usage warning severity alerts (SC 76901).

 Regenerate Deskpro config files on instance update and on an update of the OPC to ensure the latest changes are present on existing instances (SC 77375).