



📜 Deskpro

2023-06-27 - James Godwin - Comments (0) - Release Announcements

We're pleased to announce the release of Deskpro Horizon, version 2023.26. This release includes several improvements to product functionality and bug fixes to enhance the overall functionality of the helpdesk. Check out the full changelog below for more information.

Latest Improvements

 $\hfill \square$ Fixed a bug that affected the live updates and notifications of tickets with sub-statuses

selected (SC 115524, 113763).
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$\hfill \square$ Fixed a bug that caused the specified agent answer timeout in voice simulring queues to be ignored. (SC 103729)
☐ If the number of available seats in a License is exceeded by the number of active Agents in a Deskpro instance, then the unlicensed agents will be prevented from using Deskpro (unless they are an unlicensed Admin) (SC 88523).
$\hfill \square$ Fixed some issues with the Shortcut app (SC 115733), including:

- Fixed a spacing issue that impacted visibility over the app.
- Story counter on the app icon.
- Add to Story button in the reply box footer.

On-Premise Controller Release 2.6.3

We are also excited to share the latest release of the On-Premise Controller 2.6.3, this update includes improvements and bug fixes to the usability and performance of the OPC to enhance the use of the platform.

Latest Improvements

☐ Allow deleting of unused uploads to the OPC from the Web GUI (SC 114628).

Bug fixes

 \square Ensure static assets are proxied on the placeholder page when accessed over the OPC custom port (SC 103465).

☐ Validate permissions on instance backup directories and prevent errors if permissions are not correct (SC 115392).