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2023-07-11 - Lara Proud - Comments (0) - Release Announcements

We're pleased to announce the release of Deskpro Horizon, version 2023.28. This release includes several new features our team has been developing, general improvements to product functionality and interface, and several bug fixes.

New Features

Refer a Friend, earn a \$250 gift card with our new Refer a Friend Scheme

We've launched our Refer a Friend Scheme, you can easily access the referral menu from your helpdesk by going to your Agent Settings (SC 117118).



Simply share Deskpro with friends or colleagues via email, social media, or direct link. And for every successful referral, you and your friend will each earn a \$250 gift card.

Group and access Queues with enhanced ease

We have added the ability to group ticket queues at the top of your agent interface in Table View. This filtering option lets you more efficiently load specific queues (SC 108586).



The Group by Bubbles can be toggled on and off using the filter icon next to the Group option to quickly open and close specific queues in Table View.

- ☐ Added a new Interface Default, where you can set the default behavior for Ticket Message Order as reverse chronological (SC 108499).
- ☐ We have added a Deleted tab to the Recurring Tickets menu in Admin so that Recurring Tickets can be deleted and restored (SC 114075).

Latest Improvements

□ We've i	mproved	how the	search	and	select	field	works	in	the	Recurring	Tickets	menu	(SC
115283).													

- ☐ Updated the Workspaces menu to improve visibility (SC 114606).
- ☐ We've enhanced how Ticket CCs are displayed on the Ticket Preview menu (SC 113960).

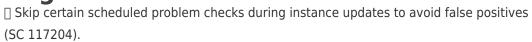
Bug Fixes

☐ Fixed an issue where email duplicates were not handled correctly, so additional duplication checks have been added for inbound emails (SC 109377).
$\hfill \Box$ Fixed a bug where using exact phrase matching wouldn't work due to punctuation and case sensitivity (SC 99109).
$\hfill \square$ Restored the missing built-in Deskpro user sources that were previously unavailable after migration to Horizon (SC 104311).
$\hfill \square$ We fixed an issue with the drag and drop field on the CSV importer (SC 112312).
$\ \square$ We also fixed the issue where the Update missing values option was missing for the Organization field in the CSV importer (SC 114923).
☐ Fixed an issue where the reply box would default to the Email Tab, even if there is no email available for the User. Now the reply box will default to the tab of the channel last used (SC 85424).
$\hfill \square$ Fixed an issue where the Criteria rules for Ticket Queue were not visible in the Admin interface when viewing the settings (SC 109071).
$\hfill \square$ Fixed an issue where Ticket ID links from the Reports page would open the dashboard rather than the ticket (SC 97303).
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☐ Help Center content statuses can now be translated (SC 114034).
☐ Fixed an issue where Help Center Templates Brands were not displaying (SC 102984).
☐ Fixed an issue where zeroes were erroneously added to Moldovan phone numbers (SC 113528).
☐ Fixed an issue with Ticket Email rendering where text was overlapping (SC 87028).
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☐ Fixed the issue where the Manage your Notification Settings link wouldn't open the Agent settings menu from notification emails (SC 97723).
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$\hfill \square$ Fixed the Highlight and Text Color formatting tools in the Agent Signature box (SC 112221).
☐ Fixed an issue where using a Snippet in the Forwarding reply box would remove attachments (SC 106115).

On-Premise Controller Release 2.7.1

We are pleased to share the latest version of the OPC, which includes some bug fixes to improve the administrative experience on the On-Premise Controller.

Bug Fixes



☐ Change swap memory alerts to better signify when swap usage is actually a problem (SC 117834).