Deskpro Horizon Release 2023.37

2023-09-12 - Lara Proud - Comments (0) - Release Announcements

We're pleased to announce the release of Deskpro Horizon, version 2023.37.1. This release includes several new features our team has been developing, as well as some general improvements and bug fixes.

New Features

 We have made language pack IDs visible in their menu in **Admin > Languages & Locales** (SC 107433).

 We've added the ability for Agents to Group and Sort Tickets by single and multi-line custom text fields (SC 109913).

Latest Improvements

 We've made it clearer what fields are required in the Approval Templates menu to make it easier for Admins to create templates (SC 110425).

Bug Fixes

 Reporting Widgets created using the SPLIT BY function will now display correctly on your Custom Dashboards, and won't get cut off out of view (SC 99548).

 Fixed an issue where Exchange couldn't read calendar invite messages (SC 100588).

 We've fixed an issue with accessing Email Templates when there are numerous custom templates to make it easier when using the dropdown menu to select the right template (SC 118355).

 Fixed the issue where Split Tickets wouldn't show as being created via splitting in the Ticket History tab (SC 97535).

 Restored the ability for an End User submitting a Ticket via Messenger to select a child value on a multi-select custom field (SC 93448).

 Fixed an issue where all fields were showing up as required fields on Messenger, even if they were not required on the Ticket Form (SC 118795).

 Fixed select fields not reopening when submitting a ticket via the messenger widget (SC 118794)

 Restored the ability to delete Community Topics via Mass Action (SC 106695).

Fixed an issue where the Last Updated date wouldn't display correctly on Files after creation (SC 113193).

 Fixed an issue where updates to User custom fields wouldn't show in the User History log (SC 98675).

 Disabled the option to convert a user to an agent if the user has no email address linked to their profile (SC 87233).

 Fixed a problem where Agents could not be assigned to Usergroups via the CRM interface (SC 112340).

 Aligned text on the deletion menu for Macro Categories (SC 105803).

 Fixed some UI issues that impacted the alignment of select fields and updating of date fields on the Messenger widget (SC 118794)

 Fixed an issue where creating a ticket via URL wouldn't populate the Ticket's CC properties (SC 124844).

 We have fixed the SLA with the **Time until criteria match** type that wouldn't stop running after it was first completed (SC 123334).

 We fixed an issue with Ticket Lists where you couldn't run a query for Tickets with a hidden status, such as deleted or spam (SC 123881).

 We've corrected the functionality of Linked Tickets, so now the Ticket Subject and Department will be carried over to any linked tickets (SC 95642).

 Fixed an issue that occurred with Agents being unable to log in with 2FA if there was a grace period set (SC 125413).

 We added missing titles on the Trigger Criteria and Action options menu (SC 121424).

 Restored the missing Deskpro logo on the Help Center (SC 125506).

 Fixed several UI issues with the Tasks menu which impacted the ability to edit and re-assign Tasks (SC 122938).

Patch Release 2023.37.1
 We have fixed an issue that was causing an error to occur when Out of Office emails were sent to Deskpro via Exchange (SC 126617).

On-Premise Controller Release 2.9.1
We are also delighted to announce the latest version of the OPC, which includes some bug fixes to improve overall performance.

Bug Fixes

Ensure decision links are correct for previously made decisions (SC 125605).

Ensure instance updates are only reported if the latest available version is greater than the current version (SC 125611).