Deskpro Horizon Release 2024.20

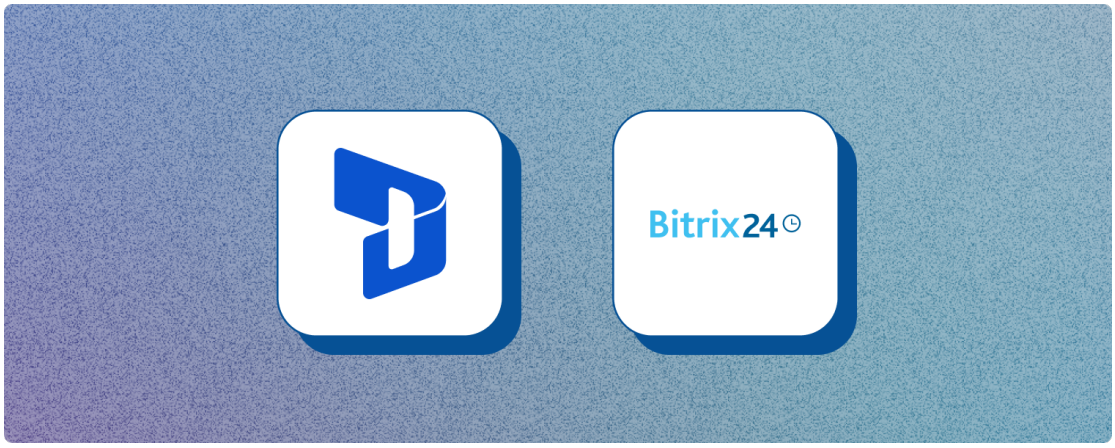
2024-05-14 - James Godwin - 댓글 (0) - Deskpro Releases

We are delighted to introduce Deskpro Horizon, version 2024.20. This release introduces two dynamic integrations that significantly enhance Customer Relationship Management. We've streamlined several of our app interfaces for a smoother user experience and have resolved several bugs. These updates should help provide a more seamless process when using Deskpro.

New Features

Enhance customer relationship management with Deskpro's Dynamics365 and Bitrix24 Integrations

Deskpro's integration with Dynamics365 and Bitrix24, we've optimized how your team can interact with and manage your customers.



These integrations streamline processes, improve communication, and aid in delivering superior customer service.

Latest Improvements

 Enhanced Deskpro Email Templates to support the function , this will allow you to display the relative time between dates. For example, the function expresses the time since a ticket was created (SC 150278).

 We improved the organization of Lists, you can now hide specific Ticket Lists in the navigation reducing the noise for the Lists you don't access as often and streamlining access to frequently used lists (SC 129658).

 The TeamViewer app will now support agents creating sessions with a subject set, in addition to, instant sessions (SC 148800).

 The Azure DevOps app has been enhanced with the following updates:

- Improved the button UX to enhance ease of navigation in the app (SC 141569)
- Improved the handling of large instances (SC 144672)

 Instances with large numbers of fields and field values will be better handled in the Jira app (SC 141962).

 Deskpro's Scratchpad app now supports markdown for text formatting (SC 142859).

 We have improved the Salesforce app, sections for objects will now be visible even if they are empty, allowing agents to access the create button (SC 148306).

Bug Fixes

 Resolved an issue with running Macros that use Snippets with multiple translations while creating a ticket. Now when an agent uses a Macro that applies a Snippet, where possible the translation for the language set in the ticket will be used (SC 142011).

 Ticket Templates created by Admins who have since been deleted will still be available to create tickets with (SC 145311).

 A validation error will appear if an Agent attempts to enter a file into a URL field to make it clear that the file type is not supported in that location (SC 137416).

 We fixed an issue to ensure email reply code blocks are not visible if an agent does not have a signature set (SC 140961).

 Resolved an issue where CSV exports of Snippets would be broken where Snippets contained double-quoted text (SC 140636).

 Agents are now able to remove the default value for a select field (SC 148639).

 We fixed an issue where too many recipients on an email sent to the Helpdesk would cause the CCs to be displayed incorrectly on a ticket message (SC 149616).

 We have fixed an issue that impacted the export of Help Center themes (SC 129354).

 We fixed an issue with the Basecamp app that caused some projects not to appear in the dropdown when creating a card (SC 147460).