Deskpro Horizon Release 2024.26

2024-06-25 - James Godwin - Comments (0) - Release Announcements

We're pleased to announce the release of Deskpro Horizon, version 2024.26. This release includes several new improvements to our CSV Ticket Importer and numerous bug fixes.

Latest Improvements

 We have improved the CSV Ticket Importer, allowing you to map tickets to specific departments and set their status during import (SC 149866).

The CSV importers now support importing **Date** and **Date & Time** values into fields (SC 148439).

 During a User CSV import, users without a specified brand will now be added to the default brand (SC 151939).

Bug Fixes

 Resolved the issue where the US toll-free verified status was incorrectly showing on non-verified phone numbers (SC 147165).

 Customers migrated from legacy to Horizon can now edit the translation for Lists (SC 139789).

 Fixed the issue where CC names were not displaying on ticket messages (SC 140026).

 Corrected an issue with outbound Office 365 Exchange email account OAuth flow on Cloud (SC 154147).

 Fixed the loading spinner issue when accessing a Community Forum on the Help Center (SC 152408).

 We have resolved an issue where searching for users by ID wouldn't work correctly because of merged tickets being deleted (SC 139222).

 We have fixed ticket forwarding so that agents can now forward tickets when there are per-user fields in the ticket form (SC 150929).

 Agents will now be able to run mass actions on tickets they have locked (SC 151613).

 We have fixed the Department drawer in admin so it no longer errors when adding external unique fields are present in the department form (SC 153981).

On-Premise Controller Release 2.18.3

We are also delighted to announce the latest version of the OPC, 2.18.3 which includes two new improvements.

Latest Improvements

 Set appropriate defaults for Nginx keepalive variables and create a decision if necessary (SC 152748).

 Updated Go to version 1.22 (SC 155097).