



the screen (SC 93380).

Deskpro Horizon Release 2022.46

2022-11-15 - Lara Proud - Comments (0) - Release Announcements

We're pleased to announce the release of Deskpro Horizon, version 2022.46. This release includes several new features that our team has been developing, general improvements to the product functionality and interface, and a number of bug fixes.

| New Features |
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| We published our Deskpro Feedback app, which lets you give direct feedback on our |
| proposed features and design development (SC 92257). |
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| $\ \square$ We have added the ability to support multiple emails in the Trigger Email Body rule (SC 91729). |
| Latest Improvements |
| ☐ We have improved the behavior of our Add Agent Seats billing window if an Admin attempts to add more agents than the account has licenses (SC 85251). |
| ☐ Diacritical marks are now supported for @ mentions (SC 91443). |
| ☐ We have improved our Search functionality to use exact matching when a search includes punctuation such as a serial number like se:12345 (SC 92425). |
| Bug Fixes |
| $\hfill \Box$ We have resolved issues with the Twitter reply box sending public tweets when the first message is a Direct Message (SC 79576). |
| $\hfill \square$ We have fixed the count that displays for guides in the Navigation Panel (SC 92521). |
| ☐ Fixed the issue that stopped agents from sending emails if they lack permission to change agent assignment, and the option to reassign the ticket will now not display in the reply box if an agent lacks that permission (SC 93044). |
| ☐ We fixed the issue where the Community properties would not scroll if the fields overflow |

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| ☐ Fixed the bug you couldn't set a User's language that was the same as the helpdesk's default language (SC 88706). |
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| ☐ We fixed an issue where Users listed as a member of a Usergroup wouldn't display when looking at that Usergroup (SC 88695). |
| $\hfill \square$ Fixed the issue where resetting the automatic timer would cancel the charge (SC 87990). |
| ☐ We fixed an issue where deleting a Ticket would stop update Triggers from running (SC 93006). |
| ☐ Fixed an issue where Guide page content on the Help Center wouldn't display correctly after an image, even if it showed in the editor (SC 92567). |
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| ☐ We fixed an issue where attachments with a file name including an accented character wouldn't load for Agents (SC 84794). |
| ☐ We fixed a bug where duplicate Queues showed in the Navigation Panel if an Agent had access to that Queue from more than one of their teams (SC 93152). |
| ☐ Fixed a bug where the images in Agent signatures weren't embedded in emails (SC 92976). |
| $\ \square$ We fixed the bug that stopped you from creating an Article or News Post from a template if the title had not been edited (SC 92483). |
| ☐ We have restored the ability to copy permission group settings (SC 92413). |
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| ☐ You can now add a + symbol to the Send to specific email Trigger rule (SC 92146). |
| ☐ We fixed an issue where your Queue sorting preferences weren't being remembered if you logged in from a different browser (SC 93456). |
| $\hfill \square$ Fixed an issue where the count on the Usergroups in the Navigation Panel and the count in the Pagination were not aligned (SC 93445). |

On-Premise Controller Release 2.0.44

We are also delighted to announce the latest version of the OPC. This version includes general improvements that will provide greater administrative control over your On-Premise deployment and some bug fixes.

Latest Improvements

Bug Fixes

- ☐ Update description of certificate chain in SSL settings (SC 93483).
- ☐ Update the link to the migration guide from within OPC (SC 93585).