



Deskpro Horizon Release 2024.8

2024-02-21 - Lara Proud - Comments (0) - Release Announcements

We're pleased to announce the release of Deskpro Horizon, version 2024.8. This update includes some improvements and several bug fixes.

New Features

| $\hfill \square$ We've updated permissions so only Admins can change agent contact information from |
|---|
| the CRM (SC 141906). |
| ☐ Handling has been added to block SMS messages sending if the number is not registered |
| (SC 138902). |

Latest Improvements

Added the ability to remove field mapping options during CSV import (SC 135868).

| Bug Fixes |
|--|
| ☐ Resolved an issue where the reason for deletion wasn't saved in the Ticket History when the action was taken using a Mass Action or Macro (SC 108089). |
| $\hfill \square$ For On-Premise accounts, inline images sent in chats will now display in the ticket thread in the agent interface (SC 107514). |
| $\hfill \Box$ Fixes an issue where inline images wouldn't display in ticket messages because the token access had expired (SC 142118). |
| $\hfill\square$ Resolved an issue where Ticket Drafts wouldn't be saved when switching between tabs (SC 125051). |
| $\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ $ |
| $\hfill \square$ Fixed an issue where setting a User as an Organization Manager or adding their position wouldn't be saved after a refresh (SC 138694). |
| $\hfill \square$ Resolved an issue where the custom date field would display the incorrect date (SC 140492). |

| ☐ Added a Load more button to Snippets to replace the auto-scroll loading behavior (SC 137424). |
|--|
| $\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ $ |
| ☐ Fixed the Mass Action option to Run Macro (SC 142909). |
| $\hfill\Box$ The name field on the Chat form can now be unrequired, so users don't have to fill this in when initiating a Chat (SC 139890). |
| ☐ Resolved an issue where Recurring Tickets couldn't be created or saved (SC 137380). |
| ☐ Fixed an issue where dependent fields would load slowly (SC 138667). |
| $\hfill \square$ Updated the display of the Properties Panel tabs to align with the design (SC 140782). |
| $\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ $ |
| Resolved an issue with the CSV importer removing associated domains when importing an existing Organization if Replace all values was selected (SC 138347). |
| $\hfill \square$ Authentication Cookies will be issued even if an agent skips setting up 2FA (SC 143155 & 143183). |
| $\hfill \square$ Updated the User 2FA success messages for Email and TOTP (SC 134954). |
| $\hfill \square$ Resolved an issue where using links in ticket messages would disappear from the ticket thread after sending (SC 143130). |