

Deskpro Horizon Release 2023.23

2023-06-06 - Lara Proud - Comments (0) - Release Announcements

We're pleased to announce the release of Deskpro Horizon, version 2023.23. This release includes several new features our team has been developing, general product functionality and interface improvements, and several bug fixes.

New Features

☐ [Navigate between Global Search and Ticket Search effortlessly](#)

The new button on the Global Search app provides a quick route to the Ticket Search feature making it painless to jump between global searches and specific ticket content searches (SC 111963).



Agents can save time and locate specific tickets more efficiently with this enhanced search interface.

☐ We've added the quick copy functionality to the Ticket Reference and ID field, simply hover over the field on the Ticket Properties and copy the content (SC 111452).

☐ Agent Notes that contain @mentions will now give the mentioned agent another notification if the note is edited (SC 39250).

☐ You can now drag and drop attachments when creating new tickets (SC 109443).

Latest Improvements

☐ Using the Add Note action in a Follow Up will now support @mentioning agents (SC 104990).

☐ Dual view now has a maximum width so it can't be expanded to the point of being unusable (SC 111519).

☐ You can now send multiple attachments at once in Instant Messages between agents (SC 109244).

☐ The audit log now records the IDs of the SLAs being edited (SC 101016).

☐ The list of agents in the Agent IM app will appear in alphabetical order (SC 110762).

☐ We've enhanced the Agent IM app to improve the loading speed and scrolling behavior (SC 93231).

□ The Close Ticket Keyboard Shortcut has been changed to **CTRL+SHIFT+X** to accommodate changes to Google Chrome's shortcuts (SC 92512).

Bug Fixes

□ Fixed an issue where the Notifications App would only close if the icon was selected again (SC 112581).

□ We removed hard-coded phrases that remained in the product so they can be translated (SC 102141).

□ Fixed a bug where Toggle Fields wouldn't work when filtering Ticket Lists (SC 104660).

□ Fixed bug that stopped waiting time grouping from working when a sub-group has been selected (SC 99792).

□ Fixed a bug where URLs for pre-filled forms on the Help Center wouldn't take you to the form with the correct fields pre-filled (SC 103439).

□ Fixed a bug that affected using a Mass Action to send replies if there were fields that require a value on resolution (SC 111891).

□ Department Permissions for Agent Permission Groups now return correct values when using the API (SC 97678).

□ Fixed an issue where some validation errors were missing when installing Apps (SC 97404).

□ Fixed an issue where Number Fields wouldn't display when they were set as Conditional Form fields (SC 109046).

□ We fixed an issue with Ticket Lists so you can now filter by Stars(SC 83477).

Patch Release 2023.23.1

□ Resolved an issue where the CC list in the Ticket reply box would not be searchable against User Name or Email (SC 113253).

□ We have fixed a bug that impacted Facebook inbound messages that weren't processing even when the page was authorized (SC 113168).

On-Premise Controller Release 2.6.0

We are also delighted to announce the latest version of the OPC, 2.6.0. This version includes new features and some general improvements that will provide an increased level of administrator capabilities.

Latest Improvements

□ Make it possible to generate a login token directly from the OPC Web GUI (SC 112432).

□ Sort the instance access URLs more logically in the OPC dropdown menu (SC 73671).

- Add the ability to download diagnostic reports directly from the progress screen (SC 112828).
- Audit actions run in the OPC Web GUI for federated login users (SC 111051).