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

 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).

 For On-Premise accounts, inline images sent in chats will now display in the ticket thread in the agent interface (SC 107514).

 Fixes an issue where inline images wouldn't display in ticket messages because the token access had expired (SC 142118).

 Resolved an issue where Ticket Drafts wouldn't be saved when switching between tabs (SC 125051).

 Corrected a permissions error where agents with relevant permissions couldn't mark tickets as spam using a Mass Action (SC 139409).

 Fixed an issue where setting a User as an Organization Manager or adding their position wouldn't be saved after a refresh (SC 138694).

 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).

 Resolved an issue where editing a custom text field would result in the field clearing (SC 124724).

 Fixed the Mass Action option to **Run Macro** (SC 142909).

 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).

 Updated the display of the Properties Panel tabs to align with the design (SC 140782).

 Fixed an issue with the **On** filter for date and time fields that pulled tickets from before the selected date (SC 137042).

 Resolved an issue with the CSV importer removing associated domains when importing an existing Organization if **Replace all values** was selected (SC 138347).

 Authentication Cookies will be issued even if an agent skips setting up 2FA (SC 143155 & 143183).

 Updated the User 2FA success messages for Email and TOTP (SC 134954).

 Resolved an issue where using links in ticket messages would disappear from the ticket thread after sending (SC 143130).