Deskpro Horizon Release 2022.48

2022-11-29 - Lara Proud - Comments (0) - Release Announcements

We are delighted to announce version 2022.48 of Deskpro Horizon. Our developer team has been working hard to build new features, add functionality, and fix bugs to enhance your helpdesk's performance.

New Features

We have several exciting new features that will be available to you following this upgrade, which include:

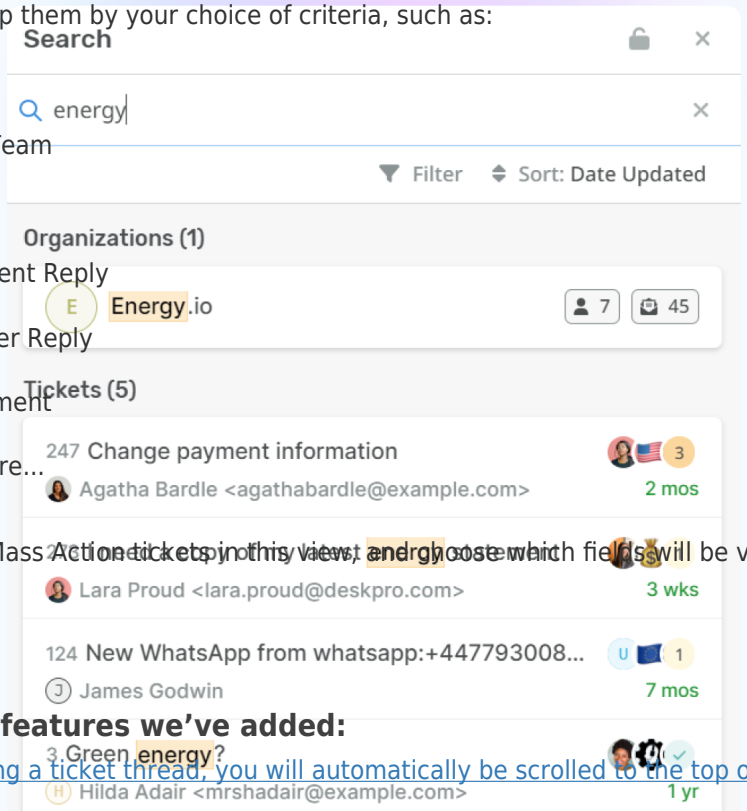
 Updated the Global Search User Interface

We want to improve your experience when searching the helpdesk, so we have updated the design of our Global Search app to make our search functionality more useful and help you find items easily (SC 91329).

This re-design makes the searching app more organized and intuitive to simplify searching, here's a sneak peek at the new UI:

 Kanban View (Beta Version)

We are rolling out the beta version of our Kanban View (SC 89381), an agile work management tool that helps you group tickets in a visual workflow that aids the work process and boosts efficiency. The beta version lets you view your tickets queues in Kanban View and group them by your choice of criteria, such as:



- Agent
- Agent Team
- Brand
- Last Agent Reply
- Last User Reply
- Department
- and more...

You can also Mass Action tickets in this view, and choose which fields will be visible on the cards.

Other new features we've added:

 When opening a ticket thread, you will automatically be scrolled to the top of the most

recent message to give you the most useful context (SC 90979).

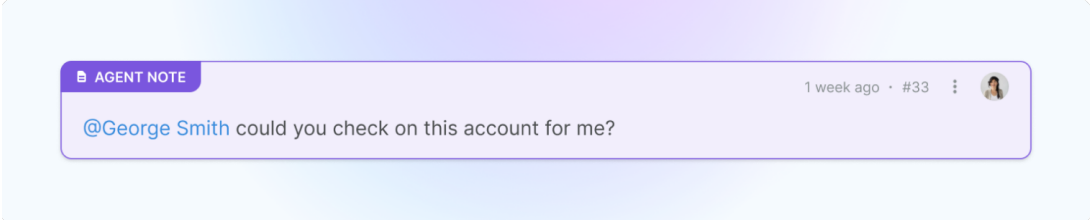
 Our new Azure DevOps app is available to be installed on your helpdesk, letting agents view and link work items to tickets from the helpdesk (SC 92908).

 We have created an API endpoint for per-user fields. Using this endpoint, you should be able to create a per-user custom field, manage the values per user, get values, and delete the field (SC 94121).

 We have added the ability to enter multiple Email Subjects for the “Email Subject Contains” Trigger (SC 94877).

Latest Improvements

 We have changed the color of agent notes to purple to make it easier to distinguish between agent notes and outbound emails (SC 90606).



 We’ve added a Time Out function to Deskpro Voice. If a User gets through to the Auto-Attendant but does not select any options, the call will be terminated after a period has elapsed, so you do not receive excessive charges (SC 94473).

 We have improved the Snippet creation form to make the management of where Snippets live easier (SC 85320).

Bug Fixes

 Fixed the Create Task Macro which was not forming correctly after migrating from V1 to V2 (SC 88430).

 We've fixed the issue where Social Media messages stopped displaying on tickets once the channel (Twitter account, SMS number, etc) is disconnected. Now, messages will remain visible on tickets after a channel is deleted (SC 92594).

 Fixed the incorrect numbers displaying for SLA counts on the Navigation Panel when grouping your ticket queues by SLA status (SC 92439).

 Fixed SAML authentication for users by making "Restrict access to your Help Center by domain" case insensitive (SC 91685).

 Fixed an issue where symbols and special characters in the Knowledgebase Category names were displaying incorrectly (SC 92913).

 Fixed the issue where JWT tokens were expiring because a request triggered the

generation too early. We have also increased the JWT validation constraint expiration time to avoid this issue occurring in the future (SC 92404).

 Fixed an issue where you couldn’t re-order a User’s resolved tickets on their profile by SLA status (SC 93640).

 We've restored the ability to hide empty custom fields after they have been displayed and fixed an issue where toggle fields would not hide when there was no value set (SC 92112).

 Fixed an issue where empty labels were added to tickets, causing tickets to appear in queues erroneously. Now, when creating or editing labels, if empty labels exist, they will be visible so they can be deleted. (SC 86765).

 Fixed a problem where in-built fields in the legacy product that were marked as required (workflow, priority, product, and category) were not migrated correctly. Now, existing validation rules will now be enforced on post-migration (SC 93171).

 Fixed an issue with the News Post and Knowledgebase Article Template search that would disappear once you began typing. Now, the window will remain open while you enter the search (SC 85465).

 We fixed the ticket merge feature, so recently merged tickets will no longer be suggested (SC 84504).

 Fixed the issue where customers in certain time zones were unable to set a date value correctly on ticket fields (SC 86829).

 Fixed the issue where the label search on Help Center would return errors (SC 93992).

 Fixed the issue affecting some Macro Criteria and Action rules, where the text inputs would display mistyped (SC 91282).

 Fixed an issue where the **is not** queue criteria was not generating tickets with no Agent or Team assigned. E.g., if the queue's criteria states **is not Team A**, tickets belonging to any other team will be shown in the queue (SC 94669).

 Fixed how select fields with hierarchical values are displayed in the properties panel, now when a child value is selected the hierarchy will be visible, e.g., **Europe > Germany** (SC 84568).

 We fixed the name of the field input in the Community Forum drawer, where the inputs were duplicated (SC 91702).

Patch Release 2022.48.1

 We have fixed an issue that was impacting Help Center search.

Patch Release 2022.48.2

 When using Global Search, when an ID matches a reference number this will be displayed to show why the ticket is being suggested as a Search Result (SC 95258).

 You can now search for merged and spam tickets using their ID number in Global Search (SC 95318).

 Fixed an issue where the Agent Notes tab was still displaying as yellow on new tickets (SC 95512).

 We fixed an issue that impacted the speed at which lists of users would load (SC 95243).

 We stopped an issue of duplicate tickets showing when performing an ID search or when looking at tickets on a user's profile (SC 95445).

On-Premise Controller Release 2.0.47

We are also pleased to announce the latest release of the Deskpro On-Premise Controller, which includes several improvements and bug fixes.

Latest Improvements

 Perform basic validation of certificate contents when adding SSL certificates to instances (SC 94567).

 Create a problem check to detect external network proxying devices that might be problematic for OPC operation (SC 95088).

Bug Fixes

 Default version to **latest** when importing instances if no version can be auto-detected (SC 95088).