

Deskpro Horizon Release 2023.1

2023-01-03 - David Anjonrin-Ohu - Comments (0) - Release Announcements

Wishing all of our customers a happy new year, and we are delighted to announce the initial release of the new year, Deskpro Horizon 2023.1.1. This initial release includes bug fixes and improvements that our team has been making before the new year, in addition to a patch release that we finalized over the holiday season.

Latest Improvements

- We have upgraded our [Shortcut](#) integration, which improves the handling of archived stories, we have added searchable dropdowns, and made links in descriptions and comments clickable (SC 95714).
- We have also upgraded our [Azure DevOps](#) integration. The upgrade adds functionality to edit items and view the details of items, you can also add comments and create new items (SC 95353).
- We upgraded our [GitLab](#) app, so you can now create issues and view the details of issues from Deskpro (SC 93947).
- Agent names will now be sorted alphabetically in the Admin drawers when applying ticket permissions, making it more intuitive to find the Agent from the list (SC 95983).
- Call alerts now display which queue the call has come from (SC 82152).
- You can now create a new label within a ticket by hitting the return key instead of having to click the label (SC 95414).
- Added success messages to make it clearer when changes in Admin have been successfully updated (SC 96596).
- Improved how the Snippet modal works for Agents with different permission levels (SC 85320).
- Added the option to expose the ticket reference number as a column in Table View or as property on a card in Card View (SC 94479).

Bug Fixes

- For Cloud, we fixed validation for email addresses when adding email accounts (SC

90405).

☐ Fixed an issue causing email replies to be processed as notes, and vice versa (SC 96230).

☐ Fixed validation issues around using regular expressions for custom ticket fields (SC 94626).

☐ Fixed an issue where the results returned by a search were not respecting agent permissions (SC 95368).

☐ Fixed a bug that allowed global apps to be locked open when using mobile layout (SC 96785).

☐ Resolved the bug causing text to be pasted into text areas with an extra line break (SC 92966).

☐ Fixed the missing scrollbar in the **Groups** tab of Agent IM (SC 93611).

☐ Fixed a bug that affected creating dependent fields, if they were based on whether a file field existed (SC 94662).

☐ Solved an issue that stopped business hours triggers from being saved correctly (SC 92151).

☐ We fixed an issue that allowed agents to view tickets they didn't have permission to view (SC 95180).

☐ Fixed real-time updates in queues where tickets are merged (SC 94786).

☐ Fixed an issue that affected searching for reference numbers that start with numbers (SC 95477).

☐ Fixed an error that occurred when deleting community statuses in Admin (SC 93614).

Patch Release 2023.1.2

☐ Turkish language packs for the Admin and Agent UIs have been updated. And the French language pack for the Agent UI has been updated.

☐ We have fixed an issue surrounding ticket viewing permissions, now if an agent has permission to view unassigned tickets they will be able to see any unassigned tickets that they have departmental permissions for in the queue (SC 97481).

☐ We have fixed an issue where there was a delay between a ticket message sending and appearing in the thread. Messages should now appear immediately (SC 97427).

On-Premise Controller Release 2.0.49

We are also pleased to announce the latest release of the On-Premise Controller.

Latest Improvements

- Support custom regions for S3-compatible file storage instance configurations (SC 89828).
- Make the instance attachment directory configurable (SC 95901).

Bug fixes

- Change the re-index command to auto-restart the queue if memory issues are encountered (SC 96815).