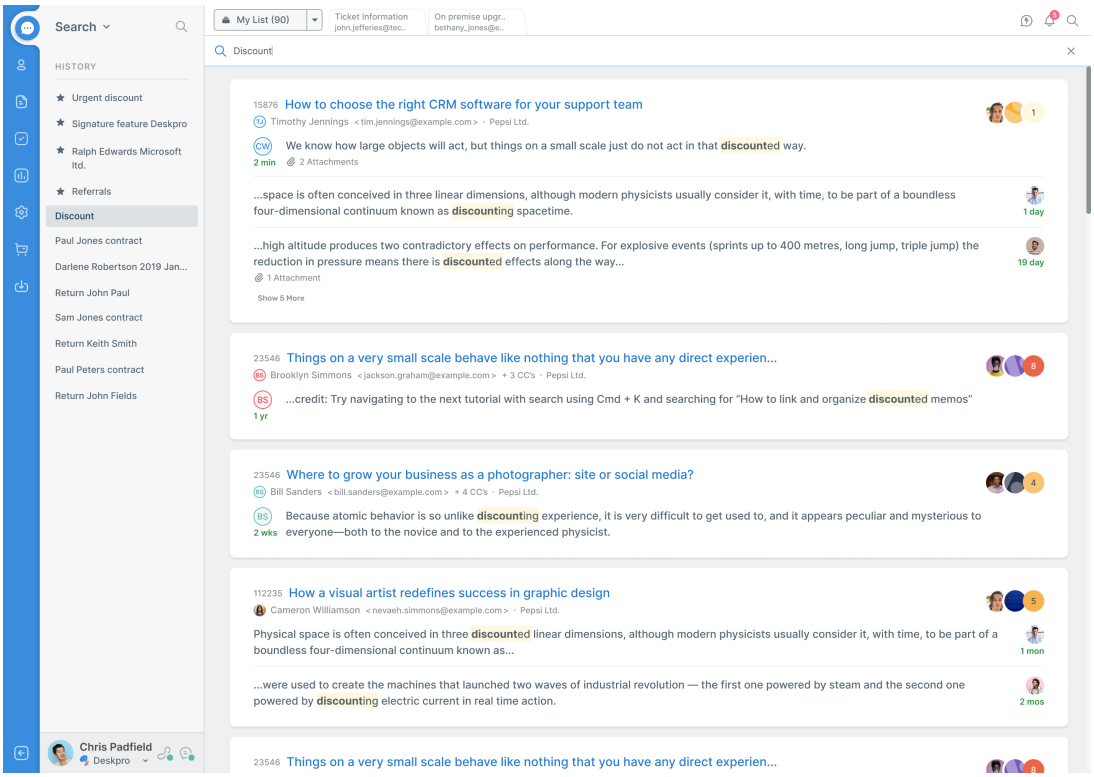
Deskpro Horizon Release 2022.25.0

2022-06-22 - James Godwin - Comments (0) - Release Announcements

We are pleased to announce the latest release of Deskpro Horizon, version 2022.25.0. This release includes several new features that our team is excited to share with you, in addition to a number of general improvements and bug fixes.

 Ticket Search Feature (SC 74617)
One of the new features we want to share with you is Ticket Search, this feature allows you to find tickets on the helpdesk by searching against the messages on a ticket. With this new searching functionality, you can quickly locate a specific ticket that matches the keyword of your search in the ticket message.



To access Search, click on the dropdown at the top of the Navigation Panel and click on the Search option. From here, you create a search by entering keywords into the search bar at the top of the content panel, this feature works by matching the keywords you enter to content in ticket messages.

The results will display the most relevant matching tickets with a preview of the message and ticket metadata, the term that is related to your search keywords will be highlighted in the results for additional context. Search will return tickets based on matches with a Ticket's subjects and messages in a thread.

After you've created a search it will appear in under 'History' in the Navigation Panel, you can quickly reload a search again by clicking on an item in this list. You can also favorite a search, which will pin it to the top of the history column for you to quickly refer back to and reload any associated tickets again - to do this you simply hover over one of your searches and click the star.

Some of the other features included in this release

 We've upgraded our Shortcut app to version 1.0.1, this upgraded version includes new functionality such as synchronizing the metadata of linked stories via Deskpro's webhooks (SC 60774).

 This release also marks the release of our new Trello app (v1.0.0) (SC 74922)

Improvements we've made

 We've updated custom ticket fields to allow negative numbers for the date validation fields, to span both before and after ticket creation (SC 72610).

 We've improved the displaying of validation and error messages on Follow Up forms (SC 45577).

 Completed Follow Ups will now move to the completed tab without the need to refresh the page (SC 45577).

 We've improved the way that Follow Ups are displayed, so they will include information such as who created it and when it will run (SC 45577).

 We have improved how we support SSO systems with legacy login routes, so agents using legacy SSO systems will be automatically re-directed to the new login URL making login via SSO smoother for these customers (SC 72420).

 The IMAP connection has been improved to enable fetching multiple emails in a single connection, which will improve the load times for email downloads (SC 74549).

 When an agent's password is set or reset by an admin, they will be logged out from all sessions and devices to make accounts more secure (SC 74974).

 Field validation messages for numerical fields in Admin have been made clearer, the validation field will now ask you to enter a number rather than show a longer code-based validation message (SC 56892).

 When you expand a ticket thread, the most recent message won't be duplicated under itself it will now display the full ticket thread (SC 60230).

 If you right-click on an item in a table it will no longer open the ticket or profile, it will show the context menu (SC 75804).

 The standard Help Center theme will be selected by default, and the splash image will now display the correct image (SC 73168).

 The ticket text editor toolbar will no longer appear above the ticket actions menu if they overlap on the screen (SC 76244).

 We've improved how ticket status and urgency are displayed in global search. When a ticket is in 'Awaiting Agent', ticket urgency will be displayed, when a ticket is not in 'Awaiting Agent' then it will show the ticket status (SC 75512).

 We've added in the ability to see which agents are online in Agent IM, this will be displayed with a green dot to indicate if an agent is online (SC 76186).

 You can now use snippets and snippet shortcode when adding an agent note to a ticket (SC 75620).

 "My Open" and "All Open" have now become default ticket Lists (SC 75936).

 In multi-tabbed admin drawers, any validation errors will be highlighted next to the tab where information is needed (SC 63983).

Bugs that have been fixed in this release

 Follow Up forms will no longer display actions that you don't have permission to perform (SC 45577).

 We have fixed where the Follow Up form was showing a string phrase rather than the 'Add Reply' field (SC 45577).

 We've fixed the issue where uploading an attachment via the API, would only store the information about a file's database location so if the file was moved it wouldn't be able to locate it if called upon (SC 73943).

 We have stopped the issue where the reports interface would reload and cause any work in progress in the stat builder to be lost (SC 73893).

 The issue where app hotlinks back to Deskpro wouldn't take you to the agent interface because of the missing the /app path prefix has been fixed (SC 74595).

 We've fixed the issue where some articles were displaying error messages when saving updates (SC 71621).

 We've fixed the issue where number fields that have defined ranges weren't generating proper error messages when a number outside of the range was entered (SC 72703).

 We have fixed the issue where snippet attachments weren't acting independently of the snippet. If they were edited in the ticket message, so now when an attachment is removed it will not affect the snippet or sent messages (SC 74725).

 We have fixed the bug where the Business Hours page in Admin wasn’t loading for helpdesks upgraded from v5 (SC 75249).

 We have added ‘Ticket ID’ as a snippet variable option (SC 75273).

 We’ve updated the Zapier page in Admin so it will now show the Zapier Templates Element embedded rather than a blank page (SC 72284).

 We’ve fixed the issue where the sorting hierarchy of articles was displaying incorrectly (SC 75295).

 The issue where inline attachments wouldn’t load if the file name included non-alphanumeric characters has been fixed (SC 67375).

 Fixed the bug where the List filter bar would show behind the Admin dashboard (SC 73804).

 We’ve fixed the bug where updating other Messenger properties would cause the logo to reset to default (SC 65831).

 We fixed an issue with Webhooks for customers upgrading from v5 (SC 75564).

 We have restored the functionality of the Refresh button in the Admin tables (SC 75242).

 We have fixed how links to tickets in email notifications redirect agents when a helpdesk has more than one brand (SC 75768).

 The brand picker on the Help Center Design page has been fixed (SC 75841).

 We have fixed the bug where the Knowledgebase settings page wasn’t loading in Admin (SC 75743).

 We have fixed the ability to get Twilio phone number prices for specific countries (SC 76065).

 We have resolved an issue where the direction of a WhatsApp message wasn’t being recorded correctly (SC 76202).

 We fixed the performance issue where the Navigation Panel was erroring when moving from mobile to desktop view in the publish app (SC 74355).

 The issue where adding an SLA was removed as an option if a ticket already had a lot of SLAs applied has been fixed (SC 76249).

 Fixed the issue where the Help Center was showing a phrase string rather than buttons (SC 75797).

 We have fixed the issue where you could not hit the ‘Create’ button when adding a user via the + button (SC 75431).

 We have fixed the Help Center search so it will no longer show irrelevant results (SC 76378).

 We have fixed the toggle to enable Help Center in Admin (SC 75835).

 Fixed the agent reply type for Twitter so it will default to Public Tweet (SC 76495).

On-Premise Controller Release 2.0.19

New Feature

 We have added the ability to automatically check for various problems on the OPC host and instances, which will display any issues found in the OPC interface (SC 73641).