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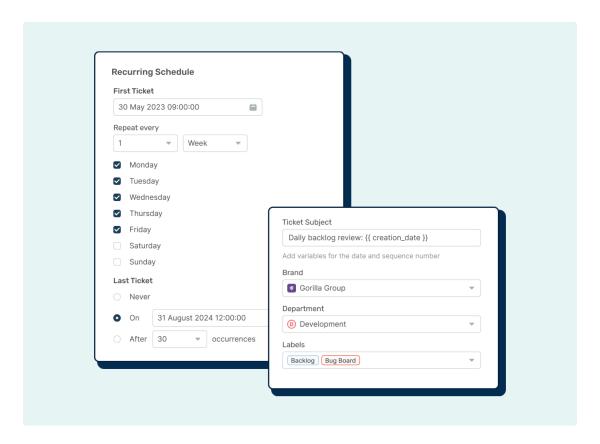
2023-06-20 - Lara Proud - Reacties (0) - Deskpro Releases

We're pleased to announce the release of Deskpro Horizon, version 2023.25.2. This release includes several new features our team has been developing including recurring tickets, which let Admins create tickets that repeat on a regular schedule. We've also made some improvements to product functionality and several bug fixes.

New Features

Schedule Recurring Tickets to automate repetitive processes

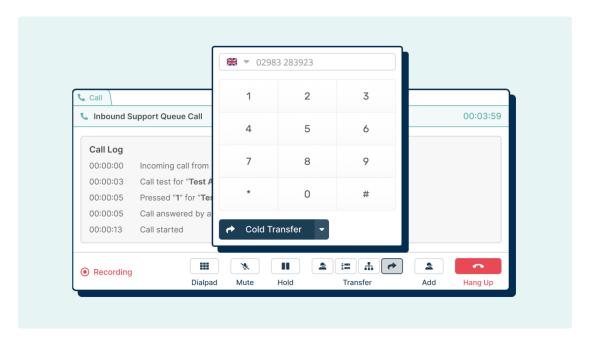
The new Recurring Tickets feature makes it easy for tickets to be created on a regular schedule, auto-filled with key properties and fields to provide all the context agents need when working on repetitive processes (SC 112397).



Staying on top of frequent tasks and business processes is now easier than ever with this new functionality that takes the manual work out of scheduled operations.

☐ Transfer calls to external sources with the new transfer feature

An agent can now transfer calls externally if you have outbound calling enabled (SC 114006).



- ☐ We have added a button to refresh your Twilio configuration in the Admin interface to ensure that URLs work if a domain is changed (SC 72474).
- ☐ Added status indicators to the Global Search, it will show when the search index is being repopulated, has fallen behind, or is offline (SC 90120).

Latest Improvements

☐ We have improved the behavior of URLs after tickets have been merged to ensure it is easy to locate the newly merged ticket when accessing via the merged ticket's URL. This means anyone accessing the ticket unaware it was merged will be redirected to the correct place (SC 104763).

Bug Fixes

- ☐ Fixed an issue with the Add CCs to Ticket setting where the number of CCs added to a ticket could be greater than the limit (SC 102701).
- \square Fixed a bug where phone numbers would be invalid when creating a new User in the CRM component (SC 91392).
- ☐ Fixed an issue where an error would display when attempting to listen back to Voicemails (SC 106417).
- ☐ Fixed an issue with Global Search, now when you paste content into the search field any trailing spaces will be removed so that the search can match results (SC 112162).
- ☐ Removed the option Ignore Timezone option for Custom Date Fields for items in the helpdesk, so when an item is accessed in different timezones the date will not change based on it (SC 111273).
- Deleting a ticket charge will now be shown in the Ticket History (SC 101900).
- \square Fixed a bug where files with a restricted file type as part of their name were not able to be uploaded (SC 97283).
- ☐ Fix an issue where accessing the Ticket Preview menu in the Ticket and CRM interface would cause it to flicker when hovering (SC 112596 & 113108).

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$\hfill \square$ Fixed an issue where using the Run Now option on a Macro would remove images from Snippets (SC 102559).
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$\hfill \square$ Fixed an issue where older messages would sometimes display in the Ticket Preview menu (SC 113793 & 112704).
$\ \square$ Fixed an issue where tickets were automatically archiving even when the rule was set to none (SC 113250).
$\hfill \square$ Fixed an issue on Firefox where Workspaces menus would close prematurely (SC 114404).
\square We have removed the option of the login button on the Help Center if registration is disabled (SC 107774).
$\ \square$ Fixed an issue where Department Chat Permissions couldn't be disabled (SC 112376).
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Patch Release 2023.25.2

 \square We have released a fix for the issue where the Navigation Panel would get stuck open when collapsed and navigating to a Ticket Queue (SC 115255).

On-Premise Controller Release 2.6.2

We are also delighted to announce the latest version of the OPC, 2.6.2. This version includes improvements and bug fixes that will improve the experience of using the OPC as a sysadmin.

Improvements

 $\hfill \square$ Optimize MySQL vars during install based on available memory of the system (SC 114499).

Bug fixes