Deskpro Horizon Release 2024.15

2024-04-11 - Lara Proud - Reacties (0) - Deskpro Releases

We're pleased to announce the release of Deskpro Horizon, version 2024.15. This release includes several bug fixes that will enhance Deskpro's functionality and improve the agent and admin experience.

Bug Fixes

⬜ On the Ticket History tab, updates to previous built-in fields Category, Priority, Product, and Workflow will now be visible (SC 144295).

⬜ In cases where a ticket is reassigned by automation to a department that you do not have permission to view, the ticket will be inaccessible without needing a refresh (SC 137034).

⬜ We have resolved an issue where saving Guides would corrupt the markdown formatting for text and images (SC 147146).

⬜ Resolved a bug that caused an agent's signature to be sent when creating a ticket with no messages in the Agent interface if the agent had a signature set (SC 146699).

⬜ We have fixed a problem where signatures on inbound emails via Outlook were being added as attachments (SC 128439).

⬜ Corrected an issue where timezone differences affected date fields, leading to incorrect dates being displayed on Ticket Lists (SC 142798).

⬜ Updated the "Forever" time limit option for reopening resolved tickets. This option now represents a significantly longer duration compared to other choices (SC 145440).

⬜ Removed undefined fields that previously appeared in the Admin's Snippets menu (SC 139822).

⬜ Chats being ended is now detectable, which enables you to take actions based on when a Chat ends, i.e. automatically resolving a Chat using a Trigger (SC 148385).

⬜Addressed an issue where Private Tasks created by automation were not visible to the assignee in the Ticket History log (SC 145267).

On-Premise Controller Release 2.16.1

We are also delighted to announce the latest version of the OPC, 2.16.1.

Latest Improvements

⬜ Allow setting of the index fields limit from the web GUI (SC 148539).