

Deskpro Horizon Release 2022.34.2

2022-08-23 - Lara Proud - Comment (1) - Release Announcements

We are pleased to announce the release of Deskpro Horizon, version 2022.34.2. This release includes several new features we have been developing, general improvements to functionality and performance, and a number of bug fixes.

New features we've created

- We have added extra filters to the Ticket Lists query builder. The new filters include 'Approvals', 'Tasks', 'Total User Waiting Time', and 'Linked Community Topics' (SC 75104).
- We have improved control over email processing to make email handling more robust for Cloud customers (SC 75897).

Improvements we have made

- We have made UX improvements to the insert HTML modal in the editor; it has a max height set so the 'Insert' button cannot be obscured (SC 84470)
- We have improved the handling of inbound calls from Restricted, Blocked, Unknown, Anonymous, and Unavailable numbers (SC 83708).
- We have made it easier to CC email addresses not associated with a User when using the CC input in the reply box. Agents will now be able to hit the Return key after typing in the email address (SC 79350).
- We have made UI improvements relating to the sizing of avatars, which makes it less likely that avatars with initials will overflow the border (SC 82465).
- We have upgraded the Shortcut App to improve the appearance and messaging of form validation for required fields (SC 77866).
- Our Salesforce app has been upgraded to make Contact, Account, and Lead matching more reliable when creating a query in the 'Finder' (SC 84091).
- We have improved the behavior of Snippet shortcodes. Slashes will now get removed automatically, and shortcodes will be de-duplicated (SC 80672)

Bugs that have been fixed in this release

- We fixed an issue that causes an error when a ticket is submitted via the Messenger Widget by a guest User (SC 84675).

- We have fixed the behavior that allowed a Parent Department to be the Default Department for tickets submitted with no department (SC 84624).
- We have resolved an issue where tickets created with no User and no Agent, e.g., tickets created via an API, were causing an error. Now, tickets with no User or Agent will fall back to the current agent and will not cause an error (SC 83807).
- We have fixed an issue where scheduled reports wouldn't always send as scheduled (SC 84068).
- We fixed an issue where Chat in the Messenger widget wouldn't load if a Chat Department Queue ID was not explicitly set (SC 84460).
- We have improved the handling of Hungarian phone numbers, so domestic dialing codes aren't added automatically to the Users' Profile (SC 83816).
- We have fixed sorting tickets by 'Created' so it will now correctly display the ascending and descending order (SC 84520).
- We have upgraded the Jira app to fix the issue where the link on an Issue Key would go to the Project Board rather than the specific issue. We have also fixed an issue with the Bug form that would result in an error. We have improved field validation to improve the clarity as to why an error has occurred (SC 78574 & 82546).
- Our Github app has been updated to fix several bugs relating to linking Issues, loading Projects, and searching Repositories (SC 79910).
- We fixed an error that occurred with legacy Snippets being migrated (SC 82820).
- We fixed an issue where trying to create a ticket with a User created via Chat with no contact details would cause an error (SC 82955).
- We have fixed the issue where the menu was auto-closing when attempting to change a User's country code (SC 83139).
- We have fixed the CAPTCHA issues that affected submitting comments on guides (SC 82530).
- Fixed changing ticket custom fields in the Agent interface using macros (SC 83422).
- We have fixed the issue where Agents would lose access to the voice reply tab when on a call (SC 82772).
- We have fixed an issue that blocked enabling JSON Web Token as a user source without a logout URL (SC 83717).
- We have amended the incorrectly labeled toggles in the Voice auto-attendant drawer (SC 81449).
- We have fixed the issue where an Organization could be its own parent (SC 83783).
- We have fixed an issue that affected email template custom fields displayed when cloned

(SC 82022).

- Tickets submitted via the Help Center will display the correct IP address and will not be affected by proxies (SC 78010).
- We have fixed an issue affecting simultaneously removing multiple CCs from tickets (SC 81479).
- We have fixed an issue where legacy content was not displaying in the Agent interface editor (SC 81959).
- We have removed the false error message in the Trigger Rule Builder drawer (SC 82630).
- We have fixed alphabetical sorting in Admin tables (SC 73532).
- We have fixed an issue where images from tickets via the lightbox couldn't be downloaded (SC 79581).
- We have fixed the issue where images were not loading in the editor (SC 47059).
- We have fixed Messenger's API so it can understand if agents are online, and if Chat or Ticket Forms are available (SC 83855).
- We have fixed audio recording on a ticket message occasionally not displaying (SC 82666).

On-Premise Controller Release 2.0.32

We are also delighted to announce the latest version of the OPC, 2.0.32. This version includes a new feature of the OPC and bug fixes.

Our new feature

- The OPC will now support native encryption and decryption of database dumps during backup, restore, and import operations (SC 84320).

Bugs we have fixed

- We can now ensure the OPC system upgrade progress screen does not report a successful upgrade early (SC 84551).
- We will now filter out empty recipients when checking email uniqueness in problem checker recipients (SC 84450).
- Check for null instances when rendering the storage migration component (SC 84859).