

Deskpro Horizon Release 2022.40

2022-10-04 - Lara Proud - Comment (1) - Release Announcements

We are delighted to announce the latest release of Deskpro Horizon, which includes several new features that will enhance our interface and create a more user-friendly experience for Deskpro Agents. We have also been working to improve many other aspects of our platform and have fixed multiple bugs.

Our newest features and UI changes

- [We have reduced the default size of the reply box to provide a clutter-free ticket view for Deskpro Agents](#) (SC 87573)
- [We have enhanced the design of our Header Bar and Tabs to provide additional clarity and visibility to the Interface](#) (SC 87588)
- [We've added the ability for you to run Macros at the point of ticket creation](#) (SC 86481).
- [Active Status is now visible on Agent Avatars across the interface](#) (SC 76290).

Improvements we have made

- We removed the default title from the welcome box on the Help Center if there is no content in it (SC 87687).
- We have added the ability to unlink a Twitter account. (SC 86440).
- We have improved the clarity of the error message that appears if a Voice account is suspended when an agent is trying to make an outgoing call (SC 71408).
- We have improved the behavior of text and URL fields, they are now clickable if they contain a link (SC 81758).
- We have added an improved loading state for when the first message is being sent on a ticket created in the Agent Interface (SC 88428).
- We have made further improvements to ticket loading optimization to provide a better experience when opening tickets (SC 86069).
- We have added a drop shadow to the Navigation Panel when it is expanded to reduce the flatness of the UI (SC 87593).

- We added email template options to the 'Send email notification to specific users' trigger action (SC 85971).
- We have added an Agent-Only field for Knowledgebase fields (SC 77326).

The bugs we have fixed

- We have improved the way that the helpdesk switches to the OPC maintenance mode, this will reduce the number of errors that On-Premise customers receive (SC 88833).
- We have fixed a bug where the ticket status was always set as 'Awaiting Agent' when sending SMS, WhatsApp, Twitter, or Facebook messages (SC 71836).
- We have removed the duplicate value from the default Views column and ensured they only display once in Table and Card view (SC 88668).
- We've fixed an issue where reports wouldn't load when they contained custom organization fields (SC 87733).
- Fixed an issue that affected SLAs warning and failing times as working hours were being calculated incorrectly (SC 87892).
- We fixed a bug affecting notifications for new tickets that were created by voice call or SMS and notifications for new tickets in the queue (SC 88258).
- We fixed an issue that was impacting the attributed User for emails that were forwarded to the helpdesk by Agents (SC 87317).
- We fixed loading a User profile if the agent doesn't have permission to view their billing charges (SC 88263).
- Fixed a bug where you couldn't search for Community Topics to link from a ticket (SC 88353).
- We fixed an issue where you couldn't create a News Post or Knowledgebase Article with an attachment (SC 87505).
- We've fixed an issue where a User's avatars would buffer when being deleted (SC 87302).

Horizon Patch Release 2022.40.1

- We have fixed a bug for On-Premise customers who reported an issue with email processing on Office365 Exchange email addresses (SC 89178).

Horizon Patch Release 2022.40.2

- We fixed a bug where email addresses could be leaked via the password reset template on the Help Center and we have changed the template phrasing to reduce the risk of email address leaks (SC 89661).

On-Premise Controller Release 2.0.39

We're also announcing the latest version of the OPC, which includes some new features, general improvements, and several bug fixes.

Our newest OPC features

- Add the ability to edit a custom config file for Deskpro instance from the OPC Web GUI (SC 73624).
- Add the ability to access the OPC via configurable domains (SC 88597).

Improvements we have added

- Perform TCP connectivity checks for guidance if starting a remote support session fails (SC 88837).

Bug fixes

- Overwrite marker files when rerunning the installation script (SC 88659).
- Ensure index and alias names are unique in custom Elasticsearch configuration (SC 88745).
- Check for the existence of ID property when rendering the problem table (SC 88879).