Deskpro

Deskpro Horizon Release 2022.44

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We're pleased to announce the release of Deskpro Horizon 2022.44. This version includes updates to our UI, which will help to improve your experience in the helpdesk, alongside several other improvements and bug fixes.

New Features

 We have updated the design for ticket views in the helpdesk (SC 71655).

 Global and Ticket Search will no longer treat the last word in a query as a prefix search if you enter a space or hit the return key (SC 81592).

 We have added the ability to open a complete list of items matching a label when you click on it in the header bar (SC 79530).

 You can now import legacy HTML into the Help Center editor, so you can edit the HTML on the page rather than updating in the modal (SC 87115).

 We've configured a new SCIM user provisioning service using Azure AD to make synchronizing and managing User Profiles seamless (SC 85375).

Latest Improvements

 We've added the ability to paste content from a word document into the Help Center editors (SC 86631).

Bug Fixes

 Fixed that user sources wouldn't sync if the email field included trailing spaces or tabs; now, spaces or tabs will be stripped automatically (SC 79973).

 We fixed the Backlog by Department stat, so it will now show grouping by Agent and the correct tooltips (SC 85632).

 We fixed the issue where text was overflowing the comment box on Help Center comments and not wrapping for Ticket replies via the Help Center (SC 87678).

 We have fixed an issue where Arabic characters were displaying incorrectly in emails (SC 88451).

Fixed an issue where organization phone numbers were not displaying correctly after being imported (SC 90500).

 We restored the ability to import Help Center themes via the Help Center Design editor (SC 85888).

 The Agent UI will no longer show disabled usergroups (SC 88357).

 We fixed an issue where notifications and ticket logs provided the wrong information when changing ticket followers or CCs (SC 88592).

 We fixed a bug where some chat messages wouldn't deliver because the wrong date was received for them (SC 90682).

 Fixed an issue where custom password policy updates wouldn't be set correctly (SC 91202).

 We fixed the issue where validation was incorrectly required when trying to save an empty slug for a brand (SC 90868).

 We fixed a bug where the agent permissions drawer was freezing when editing an agent's permissions (SC 90808).

 You can now use migrated templates for Knowledgebase Articles and News Posts that contain HTML (SC 87350).

 We fixed an issue where sorting wasn't working for Global Search results (SC 87710).

 You can now load the Voice and SMS pages if you did not previously have them set up on the helpdesk (SC 91413).

 We fixed the issue where the original agent who set up a ticket billing or time log was removed if another agent edited the log (SC 86625).

Patch Release 2022.44.4
 We have fixed issues with searching for numbers:

- Global search will no longer strip numbers when searching (SC 92030).

- Users will now be able to search for their tickets on the Help Center when they contain numbers (SC 91625).

 We have stopped followers from being removed when replies are sent (SC 92161)

 We have stopped the navigation commands from the keyboard in Card View from stealing focus when using keyboard shortcuts to add @ mentions in notes (SC 91963).

 We have restored the ability to display the status and sub-status in the Ticket table, you can now add them as optional columns (SC 92045).

We have fixed the issue with large queues not loading.