

Deskpro Horizon Release 2023.31

2023-08-01 - Lara Proud - Comment (1) - Release Announcements

We're pleased to announce the release of Deskpro Horizon, version 2023.31. This release includes several new features our team has been developing, including the Ticket Summary and improved Global Search app, general improvements to product functionality and interface, and several bug fixes.

New Features

☐ [Summarize complex ticket threads with Ticket Summary \(SC 95557\)](#)

The new Ticket Summary new feature allows agents to create concise overviews of complex tickets, providing a quick and clear understanding of their history and current situation.



Improve team efficiency and accuracy in issue resolution while keeping all agents well-informed about the ticket's journey.

☐ [It's now even easier to find tickets from specific Users or Organizations \(SC 96627\)](#)

The latest update to the Global Search app improves User and Organization searching, enabling agents to easily find needed information with sub-searching.



Agents can now drill down into Organizations' Users and Tickets, as well as Users' Tickets, streamlining the search experience with more powerful options.

Latest Improvements

☐ Added the ability to send a plaintext version of emails, except for Agent Notification Emails, when the setting is enabled (SC 119436).

☐ Restored the ability to adjust column width on tables in the Help Center content editors (SC 103961).

☐ We've updated the behavior of the Last Seen property so it will now take into account when the agent was last active and any current session activity, as well as their last login time. It will then return the latest timestamp of all three to provide a more accurate reflection of the latest activity for Agents on the helpdesk (SC 117376).

□ We've improved the behavior of searching for a ticket that has been merged multiple times. It will now show the latest ticket that has been merged, rather than showing as permanently deleted (SC 118071).

Bug Fixes

□ We've added a checkbox to select Custom App actions in the Reply Box to make it clearer which actions will be carried out (SC 114415).

□ Fixed the incorrect flag displaying for the Welsh Language on the Help Center language selector (SC 118769).

□ The max collective file size is no longer ignored when processing Agent Notification Emails (SC 106263).

□ Fixed the missing extension of attachments from incoming mail (SC 111164).

□ Fixed an issue where inline images were deleted when trying to delete all attachments (SC 102711).

□ Deleted Help Center content will no longer show up in related content (SC 114776).

□ Fixed an issue that was stopping Admins from saving translations for 2FA email templates (SC 117749).

□ Fixed an issue where the Ticket Preview menu would move before an Agent could move their mouse over it (SC 116122).

□ Fixed an issue to stop Agents from being redirected to Reports when loading a URL which should take them elsewhere (SC 118421).

□ Fixed counting for Groups with the new bubble faceting feature (SC 117308).

□ We have made some performance fixes when making a request for tickets using API v2. (SC 115201).

□ Fixed an issue with idle timeout causing seemingly random logouts for agents (SC 100048)

□ Fixed a problem with the Macros app's search not returning results if the Macro wasn't in a category (SC 96898).

□ Fixed a validation error in the Trigger rule builder when satisfaction is set (SC 116847).

□ Fixed a bug that caused some tooltips to remain open after the mouse had been moved away (SC 119581).

□ Resolved a bug that stopped Admins from opening Triggers if they had Trustpilot set as their event mode (SC 120052).

□ Fixed an issue with the status options and tooltips on the Ticket Preview menu (SC

119982).

□ Fixed an issue where you were redirected back to the ticket after the message was sent and the tab was closed (SC 119902).

□ Fixed a permission setting that stopped SMS from working in Australia (SC 120170 & 119151)

□ We restored the To field back for the ticket reply box (SC 107404).

Patch Release 2023.31.1

We have resolved several issues that were encountered following the release of Deskpro Horizon 2023.31.0. The following fixes have been made:

□ Fixed an issue where some email template variables were no longer functional (SC 120741).

□ Resolved the issue with ticket satisfaction emails not being clickable (SC 120639).

□ Fixed an issue with the User registration form not displaying on Help Centers that allow registration for everyone (SC 120776).

On-Premise Controller Release 2.8.0

We are also delighted to announce the latest version of the OPC, 2.8.0. This version includes a new feature and a bug fix that will provide an increased level of administrator capabilities.

New Features

□ We've added a decisions check to require user input to make decisions on features and settings in the OPC (SC 114711).

Bug Fixes

□ We've improved S3 settings check for imported V5 instances (SC 120492).