

Deskpro Horizon Release 2023.32

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

We're pleased to announce the release of Deskpro Horizon, version 2023.32. This release includes 4 new apps that our team has developed. We have also pushed some other features, key improvements to the product functionality and interface, and several bug fixes.

New Features

□ We have released four new Deskpro apps that you can install on your helpdesk (SC 121004).



- [Boost agent efficiency with our Asana integration](#)
- [Simplify task management with the ClickUp integration](#)
- [Streamline HR management with the PeopleHR app](#)
- [The new SimpleMDM app makes Apple device management simple](#)

□ We added live updates to User and Organization profiles so information updates almost instantly (SC 94282).

□ We've added the option of a User Alias for Custom Fields, similar to the way you can add Aliases for Ticket Departments, this will make naming custom fields in the Admin interface more flexible as you can dictate the User facing name (SC 111087).

Latest Improvements

□ We've added the ability to define Fields on Recurring tickets so that when tickets are created the fields will be auto-populated with the information defined by an Admin (SC 114073).

□ The date_status API field is now available (SC 117315).

Bug Fixes

- Added new notification preference for ticket @mentions so that an email notification won't be sent to agents that have IM notifications disabled (SC 102175).
- Fixed an issue where Satisfaction Trigger actions would run for any User update and not just for a Satisfaction response (SC 108851).
- Fixed the issue where sorting Tickets by User would not sort alphabetically (SC 113414).
- Added the Satisfaction email template to the "Send email to user" action in the Escalation Rule Builder (SC 110743).
- Fixed the issue where searching with a number on the merge ticket menu wouldn't return tickets (SC 115515).
- Fixed the issue where + signs wouldn't display on Guide pages (SC 94716).
- Skip pending phone calls when getting a list of phone calls to create a full recording (SC 120114).
- Fixed a problem with notifications not displaying for routed calls (SC 120505).
- Fixed an issue where the open page in the new tab toggle on links for Help Center content wouldn't work (SC 117534).
- Removed the Data List custom fields option that couldn't be edited from the Ticket Fields page (SC 119005).
- Fixed the intermittent issue where the Global Apps would go blurry in Windows Chrome (SC 120120).
- Fixed an issue where the form fields wouldn't load on the Department Form menu (SC 120767).
- Fixed a case where adding a Macro with a Follow Up was failing to run if it included an action to add Labels to a ticket (SC 120503).

On-Premise Controller Release 2.8.1

We are also delighted to announce the latest version of the OPC, 2.8.1. This version includes new improvements that will provide an increased level of administrator capabilities and a bug fix.

Latest Improvements

- Enable pre-seeding of attachments for all import methods (SC 118539).
- Load timezone data in MySQL where possible (SC 120184).

Bug Fixes

- Add support for extracting attachments from archives created in Windows (SC 121224).