

Deskpro Horizon Release 2023.35

2023-08-30 - Lara Proud - Comment (1) - Release Announcements

We're thrilled to share the latest release of Deskpro Horizon, version 2023.35. This release includes a new communication channel, general improvements to existing features and interfaces, and several bug fixes.

New Features

□ We've released our latest communication channel - Instagram Direct Messaging (SC 99630 & 124019)

Connect with your customers or employees on your Business Instagram account via DMs. Streamline all your social communication with our latest addition to Deskpro's omnichannel suite of communication tools.



You can get started with the new channel by connecting your Business Instagram account with your Deskpro helpdesk. For the setup guide, see [Instagram Guide](#).

□ Admins can Configure the My Tickets tab in the Help Center, they are able to select which fields and in what order they display for end-users accessing their Tickets via the Help Center (SC 119661).

Latest Improvements

□ You can use the shortcut '---' and 'Enter' to insert a Divider in the Ticket reply box (SC 120556).

□ We've updated the behavior for setting a Star on the Ticket Preview Menu, so now the Star will display next to the title on the Preview menu when a Star is set or unset (SC 108233).

□ We've improved the logic of the Ticket List filters to optimize performance when running queries (SC 120491).

□ The Ticket Properties Pane will now display errors for the specific mandatory custom field when the ticket is loaded (SC 83243).

□ We updated the wording of the placeholder messaging on the Merge Ticket menu to

provide a better description of what each tab contains (SC 110517).

Bug Fixes

- Fixed the issue where images in the Agents' signatures would overflow the ticket message (SC 116070).
- Fixed several issues with the SLA **User waiting time until the next agent response**, now the SLA will be able to run multiple times on a ticket, will not display as failed when a User responds, and will not have an effect on other SLAs that are running on the Ticket (SC 108054).
- We fixed issues where CCs were displaying as struckthrough when the helpdesk was added as a CC on a ticket. Now the strikethrough behavior will correctly indicate who was a recipient of the message (SC 101160).
- We have added the missing text field for the use of Authentication Data Fields in the Escalation rule builder (SC 119308).
- Fixed an issue with the Escalation rule builder where they wouldn't run on existing Tickets if the Criteria were updated (SC 118191).
- Fixed the issue where only the first User's email address would show on the Forwarded bar on a ticket (SC 112238).
- Agents who do not have permission to use Chat will no longer be visible in the Assign and Add Agent lists in an active chat (SC 115978).
- Fixed an issue with the timezone settings in Custom Fields that would set the date a day ahead of what was selected (SC 121824).
- Fixed an issue with Ticket Form fields appearing out of order on the Help Center (SC 107367).
- We fixed an issue where SPLIT BY and ORDER BY references were not fetching data correctly for custom data (SC 114224).
- Made a fix to ensure counts will now update in real-time for Ticket Queues grouped by SLA status (SC 116641).
- Fixed an issue with the Admin menu appearing blank when trying to create a new Chat Queue (SC 123125).
- We fixed an issue where disabling the Satisfaction Survey meant feedback wasn't visible to Agents on a Ticket where it was left by other methods (SC 120234).
- Fixed an issue not allowing Agents Followers with modify permissions to edit an unassigned ticket (SC 115826).
- Fixed a migration issue with Snippets that use the variables 'Ticket Date created' and

'User prefix title' (SC 110143).

Patch Release 2023.35.1

□ We have fixed an issue where Users were unable to view their Tickets on the Help Center (SC 124679).

On-Premise Controller Release 2.8.5

We are also delighted to announce the latest version of the OPC, 2.8.5. This version includes new features and some general improvements that will provide an increased level of administrator capabilities.

Latest Improvements

□ Support alternative "From address" in Problem Checker notifications (SC 123019).

Bug Fixes

□ No longer run the MySQL ansible roles during an update of the OPC as they are no longer required (SC 122676).