

Deskpro Horizon Release 2023.36

2023-09-05 - Lara Proud - Comment (1) - Release Announcements

We are delighted to announce the launch of Deskpro Horizon, version 2023.36. This latest release is packed with exciting updates designed to enhance your experience. Key highlights include adding Property and Agent Assignment options to the Recurring Ticket feature, and the introduction of our Health Check Service for On-Premise customers.

We've also made significant improvements to the product's functionality and user interface, making it more intuitive and user-friendly. Additionally, we've addressed and fixed numerous bugs to improve your Deskpro experience.

New Features

□ We have added additional sections to the Recurring Tickets feature so you can configure even more specific Tickets, these are (SC 114057):

- Core Properties, which includes Ticket Language and Labels
- Agent Section, which includes Assigned Agent, Assigned Team, and Ticket Followers

Latest Improvements

□ We have added the ability to share a direct URL to create a new Ticket in the Agent Interface with ticket fields pre-populated (SC 124099).

Bug Fixes

□ We fixed the issue where translations were not available for custom fields and categories for Community, Knowledgebase, Billing, News, and Files (SC 98178).

□ We resolved an issue where after splitting a ticket message, the split message would remain until after a refresh (SC 118359).

□ We have corrected an issue where comma-separated organization IDs would stop the Escalations rule builder from opening (SC 121717).

□ Tasks created via aTrigger will now set the correct time and date (SC 122503).

□ Agents without permission to remove auto-responder flags will no longer see the option to

do so (SC 111799).

- We have removed unnecessary legacy web.config files from the source code (SC 122220).
- We have fixed the issue where creating a new user or organization with numerous fields made it impossible to click the 'create' button without zooming out. It's now fixed to the bottom (SC 121842).
- We have rectified an issue where CSV exports of call logs displayed [object object] instead of To and From numbers (SC 112154).
- We have fixed extended blob authorization (SC 118843).
- Fixed an issue with error handling in the Salesforce app to aid troubleshooting (SC 123719).
- Fixed an error that stopped some agents from being able to view their Bookmarks (SC 123322).

Patch Release 2023.36.2

- Fixed an issue that was affecting Agents logging in using SSO (SC 125413).
- Restored the Deskpro logo on the Help Center (SC 125506).

On-Premise Controller Release 2.9.0

We are also delighted to announce the latest version of the OPC, 2.9.0. This version includes the new Health Check feature, general improvements that will provide an increased level of administrator capabilities, and several bug fixes.

New Features

- We're introducing the new Health Check Service. This powerful feature offers valuable insights into the status of your Deskpro instance, enabling you to take prompt action whenever necessary. For more information on how to utilize this feature, please visit our [Guide](#) (SC 112845).

Latest Improvements

- Update UI for clustering to add useful information to the replica nodes table (SC 121836).
- Add an interstitial page when creating a cluster to explain the different modes for clustering (SC 122653).
- Add problem checks into clustering operations (SC 101508).

Bug Fixes

- Make cluster synchronization more resilient to network interruptions (SC 119297).

□ Do not fail ansible convergence if the package list update fails (SC 124171).