

Deskpro Horizon Release 2024.29.0

2024-07-16 - James Godwin - Comment (1) - Release Announcements

We're pleased to announce the release of Deskpro Horizon, version 2024.29.0. This release includes several new features our team has been developing, general improvements to product functionality and interface, and several bug fixes.

New Features

☐ Bring Your Own Twilio Voice Account (SC 154538)

Enterprise customers on cloud can now use their own Twilio cloud account. If you're an Enterprise customer currently using voice managed by Deskpro and you wish to switch to BYOA please contact support. Learn more about voice setup: [Initial Voice Setup](#)

Latest Improvements

☐ The Recurring Tickets feature now supports Organization Fields. When an admin selects a department with organisation fields in the form. They will now be able to configure how these fields are set when recurring tickets are created (SC 121546).

☐ We have improved the language on the WhatsApp activation page (SC 151983).

Bug Fixes

☐ User subscribed to a Community or Community Topic, will now be notified when the following occurs: (SC 153607)

- New Topic is added
- Topic changes status
- Comment is added

☐ We fixed the issue with Help Center Files where the document name wouldn't update once re-uploaded (SC 153982).

☐ We have fixed the issue of the mobile app breaking when used on devices with larger screens (SC 154344).

On-Premise Controller Release 2.19.2

We are also delighted to announce the latest version of the OPC, 2.19.2. This version includes new features and some general improvements that will provide an increased level of administrator capabilities.

Latest Improvements

- Add support for RHEL (and derivatives) 9.4 (SC 157226)

Bug Fixes

- Do not attempt automatic backups for instances that are actively performing a long-running import (SC 157668).

- Add restart retries during instance update if the first attempt times out (SC 157734).