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2022-05-10 - James Godwin - Comentários (0) - Deskpro Releases

We are delighted to announce the latest release of Deskpro Horizon, included are the following improvements:

- SC 64799 Improved labels and descriptions of the settings in admin that allow agents as followers in CC fields
- SC 71261 Allow agents to see department fields even if they don't have permission for this department because they are an owner, team member, or follower of the ticket.
- SC 69427 Fixed community topic approvement when submission validation is enabled.
- SC 69035 Outbound email is now auto-populated when creating an email in the admin channels section.
- SC 61566 Fixed where Macro was applying when it should be applied as Follow Up action.
- SC 68440 Custom fields drawers:
 - o Fixes for validation flags, to save and retrieve correct values.
 - $\circ \ \ \text{Input spacing improved}.$
 - o Added correct error states.
- SC 69512 Secure user password reset by not leaking whether the address exists or not.
- SC 70641 Fixed a bug in search where internal query conditions were not handled correctly. These changes will make the search produce more relevant results.
- SC 56757 Improved information about the current build version.
- SC 70845 Fixed typo in queue name 'Stared' -> 'Starred'.
- SC 71290 Unassigned sub-queue has been added back when grouping by agent.
- SC 70853 Use existing config for serving /app page.
- SC 71299 Fixed regression where unassigned tickets were not getting auto-assigned when the auto-assign on unassigned feature was enabled for ticket replies.
- SC 70861 Fixed incorrect validation errors for Queues criteria, namely label and SLA criteria when a
 picked label or SLA is not required.
- SC 65494 Fix SSO for agents.

- SC 70489 Improved v5 migrations:
 - o Fixed where ticket 'Saved Lists' were showing duplications in some cases.
 - Fix errors in admin in some configurations of ticket trigger criteria/actions where some toggle options were off.
- SC 71145 Fixed display of agent team avatar.
- SC 71264 Change how CSP directives are constructed for development environments.
- SC 71245 "Improve spelling for the Last logged in message on the Admin Dashboard".
- SC 65499 Fixed incorrectly displayed override name in the message history section.
- SC 66699 Record delete actions for Emails, Notes, Chats, and Voice messages in the Ticket message history log.
- SC 58967 Fix agent comments validation when users' permissions don't require it.
- SC 69094 Limit Twitter message import attempts to once per minute.
- SC 50248 Admin. Branding page. Added ability to show only https:// options for the Helpdesk URL dropdown when BE is providing URL as both http:// & https://.
- SC 71263 Fix empty drafts being displayed on tickets.
- SC 70532 The Macro button in the ticket actions menu has been fixed.
- SC 44156 Published old v1/v2 API docs on the website.
- SC 46539 Permissions Mass Actions: UI shows mass action errors.
- $\bullet~$ SC 49755 Internet Explorer 11- Show a please use another browser.
- SC 58677 File Custom Field Bugs.
- SC 59744 COMMENTS All comments counts do not take into account unpublished comment count.
- $\bullet~$ SC 61270 Time in billing & time log not editable.
- SC 63223 Twitter: Tweet metrics.
- SC 64046 REPORTS table widgets on the Dashboard page selector does not appear.
- SC 64090 Agent Teams: showing deleted agents in the table.
- $\bullet~$ SC 64799 Change description of settings.
- SC 65011 Shortcut App: create a form missing `Owner`.

- SC 65164 HELP CENTER Calendar pop up selection does not update the field on user form.
- SC 65273 Channel API Messages -> clickable links
- $\bullet~$ SC 65410 Consolidate admin/deskpro-ui-leftovers and common/deskpro-ui-leftovers
- SC 65451 Shortcut: remove URL from story.
- SC 65457 No linked objects behavior
- SC 66020 Improve global search
- SC 66252 Search is not working on the macro-add label
- SC 66382 Ticket Form: User & Org Custom fields permission error
- SC 66689 Re-Implement Action per Ticket Message Type
- SC 67023 Search is not working on queues criteria
- SC 67217 REPLY BOX: Formatting issue with spacing
- SC 67738 Agent Permissions "Can delete and spam tickets' Unassigned option not applying correctly to agents
- SC 67739 REGEX inefficient for history
- SC 67935 Log a unique error in our local PHP logs that are shared with Sentry so we can crossreference them
- SC 68074 EMAIL LOGS: Rejected hover text always shows from invalid as rejected reason
- SC 69086 CRM PROFILES: Open Ticket List
- SC 69203 Sentry: Add tracing from UI to endpoints
- SC 69660 Follow on to SC 59812 Custom fields bugs
- $\bullet~$ SC 69788 Display a Technical Error message to the user
- SC 69796 Select Field Error State
- SC 70068 Add Changesets to deskpro-product
- SC 70312 Resetting Queues Bugs
- SC 70337 Rename app "installer" service and associated command
- SC 70406 Ticket Lists UI Issues

- SC 70799 Consolidated upgrade of Shortcut and JIRA apps
- SC 70830 The agent interface cannot view images in the message submitted via the ticket form
- SC 71014 Error downloading ticket debug file
- SC 71027 Ticket Message View source Modal
- SC 71137 Scheduled tasks warning is showing on the cloud
- SC 71192 Ticket Message View source Modal UI issues
- SC 71198 Saved lists show many duplicate rows
- SC 71238 Delete all dead queries, mutations, and fragments
- SC 71261 Department Field incorrectly rendered as empty
- \bullet SC 71261 Allow agents to see department fields even if they don't have permission for this department because they are owners, team members, or followers of the ticket
- SC 71689 Migration to strip old email templates from other trigger action features