Deskpro Horizon Release 2023.26

2023-06-27 - James Godwin - Comentários (0) - Deskpro Releases

We’re pleased to announce the release of Deskpro Horizon, version 2023.26. This release includes several improvements to product functionality and bug fixes to enhance the overall functionality of the helpdesk. Check out the full changelog below for more information.

Latest Improvements

 The list of tickets on a User or Organization's profile will now update much faster (SC 106252).

 We’ve improved the performance of loading ticket messages (SC 111757).

 We have made memory usage changes to improve performance for agents (SC 115128 & 112264).

Bug Fixes

 Fixed an issue with the visibility of text overflow in the Mass Action feature (SC 72099).

 Fixed an issue setting field values so agents can again set field values not currently in a department form (SC 112191).

 Fixed a bug that lead to users being unable to open their tickets in the Help Center (SC 110796).

 Fixed a bug that meant agents were receiving notifications for assigned/unassigned events despite not being subscribed to receive them (SC 114682).

 Spammed or archived tickets no longer appear in the list when filtering via Stars, Labels, or Problems (SC 104357).

 Fixed ticket preview on hover when using global search (SC 114853).

 Fixed custom fields not saving for Articles and Files (SC 102757).

 Fix the issue where the ticket reply box breaks when navigating using arrow keys with a signature enabled. (SC 109294).

 Fixed global search for records that reference deleted custom fields (SC 114723).

 Fixed a bug that affected the live updates and notifications of tickets with sub-statuses selected (SC 115524, 113763).

 Articles now use the date of the last revision instead of the date of the last update to avoid review date updates from affecting the date displayed (SC 101683).

 Fixed a bug that caused the specified agent answer timeout in voice simulring queues to be ignored. (SC 103729)

 If the number of available seats in a License is exceeded by the number of active Agents in a Deskpro instance, then the unlicensed agents will be prevented from using Deskpro (**unless they are an unlicensed Admin**) (SC 88523).

 Fixed some issues with the Shortcut app (SC 115733), including:

- Fixed a spacing issue that impacted visibility over the app.
- Story counter on the app icon.
- Add to Story button in the reply box footer.

On-Premise Controller Release 2.6.3

We are also excited to share the latest release of the On-Premise Controller 2.6.3, this update includes improvements and bug fixes to the usability and performance of the OPC to enhance the use of the platform.

Latest Improvements

 Allow deleting of unused uploads to the OPC from the Web GUI (SC 114628).

Bug fixes

 Ensure static assets are proxied on the placeholder page when accessed over the OPC custom port (SC 103465).

 Validate permissions on instance backup directories and prevent errors if permissions are not correct (SC 115392).