Deskpro Horizon Release 2024.11

2024-03-12 - Lara Proud - Comentários (0) - Release Announcements

We're pleased to announce the release of Deskpro Horizon, version 2024.11.3. This release includes several new features our team has been developing, general improvements to product functionality and interface, and several bug fixes.

New Features

 We've elevated our WhatsApp services to provide you with an enhanced experience. Our previous Twilio WhatsApp integration has been deprecated and our new direct WhatsApp integration via Meta is the official WhatsApp Deskpro solution. This move is geared towards offering you more seamless communication solutions (SC 144678).

Latest Improvements

 To ensure clear communication with users regarding ticket status, ticket sub-statuses will now be accurately displayed on the Help Center (SC 142394).

 Added a tooltip for Locked Tickets to show who it was locked by when an agent hovers over the icon (SC 138550).

 You can now @ mention another agent when creating a new ticket with an Agent Note (SC 141667).

Bug Fixes

 When users log into the Help Center interface, and are not agents in the helpdesk, they will not display in the Agent Login Logs (SC 125063).

 We've added handling to ensure images in email signatures set in the mail client will display as the correct size when sent to the helpdesk (SC 145091).

 The timer will now be paused for the **User waiting time until the next response** SLA when the ticket is in a Pending status (SC 142651).

 Resolved an issue where Variables used in Tickets created via Ticket Templates would display as undefined (SC 136771).

 The subscription icons and tooltips on the Help Center and Community sections now

accurately reflect the item they're associated with (SC 141936).

 Corrected the Ticket Preview behavior to ensure agents can click on a ticket in Dual View while the preview is open (SC 131167).

 We've rectified an issue with images on tickets, ensuring they now display correctly when downloaded as a PDF (SC 138495).

 Addressed a migration problem caused by a missing column in the Ticket Templates table (SC 144465).

 To prevent the ticket view from breaking on smaller screens, we've disabled the Global Search feature from being locked if the screen dimensions are too small (SC 130311).

 Fixed an issue where agents would encounter a 502 error when loading Approvals on a ticket (SC 141476).

 We've fixed a bug where a parent department was displayed on the Help Center's ticket form, even when none of its children departments were permitted (SC 139767).

 Fixed an issue where Stats were not showing duplicate records when using the UNION ALL function (SC 138139).

 Resolved an issue where the text color selector would close when selecting a custom color or appear out of view in the reply box(SC 114961 & 114949).

 We've resolved the issue in the guide editor where inline code wouldn't persist after closing the helpdesk, causing images to lose alignment with the text. (SC 98783).

 Fixed the X button not clearing the search field in the Tickets List filters (SC 129849).

 In Community you no longer need to refresh after disapproving a Topic for it to be updated and removed (SC 113909).

 Fixed search not displaying results for Snippets in Categories (SC 144163).

 Fix the issue where horizontal scroll bars are visible on Notes even if the content doesn't overflow (SC 146072).

Patch Release 2024.11.3
 Released a fix for an issue where User data would appear in the incorrect profile when navigating between different User Profiles (SC 146765).

On-Premise Controller Release 2.15.1
We are also delighted to announce the latest version of the OPC, **2.15.1**. This version includes bug fixes that will improve the On-Premise Controller.

Bug Fixes
 Update redirects from 301 to 302 in Nginx server blocks to prevent browser caching issues (SC 143098).

☐ Ensure add-on containers are properly restarted when the configuration is changed to reload environment variables (SC 142214).