

Deskpro Horizon Release 2022.35.2

2022-08-30 - Lara Proud - Comments (0) - Release Announcements

We're pleased to announce the release of Deskpro Horizon, version 2022.35.2. This release includes several new features that our team has been developing, general improvements to the product functionality and interface, and a number of bug fixes.

New features we're rolling out

□ We have updated our Shortcut app, so you can now edit Shortcut stories from within the app in Deskpro (SC 63590).

□ We have made several UI fixes to update our Jira app (SC 84522).

□ [We have improved the UI of our Ticket Navigation Panel to make it easier to access your ticketing features](#) (SC 84956).

□ We have added a new design for multi-select fields on the Messenger pre-chat form to allow multiple levels of multiple choice (SC 59695).

□ [We have added the ability to delete your Ticket Search History](#) (SC 84956).

□ [Our New Changes pop up will notify you of Deskpro updates and new features when you log in to the Agent interface](#) (SC 85236)

□ [Never miss another new Deskpro feature with our new Latest Updates App](#) (SC 85026)

□ We have created an Authentication state for our native Mobile app that will preserve an Agent's logged in state when the Mobile app is closed (SC 73951).

□ [You can now refine your Ticket Search with a powerful new filtering sidebar](#) (SC 74253)

□ We've added a Callback URL to the Admin Authentication configuration page for OpenID Connect so that Agents can provide this URL at the Auth set up (SC 77525).

□ [We have added a global permissions toggle to enable or disable Agent App permissions](#) (SC 85188).

Some of the improvements we've made

□ The behavior of Organizations' ticket lists has been improved; they will now update when members get added or removed (SC 78554).

- We have added custom select fields as 'Sort by' options in the ticketing interface to the entities list tables. (SC 79372).
- We have improved the height rules of app widgets in the interface to prevent the content from being clipped (SC 84879).

Bugs we've fixed in this release

- We have fixed the issue where New Ticket Triggers with the 'Current Agent' rule weren't running (SC 84666).
- We fixed a bug that impacted updating custom User and Organization fields when saving tickets (SC 85009).
- We have fixed some Cloud helpdesk domain issues, if a domain is a duplicate, a validation error will now display, and duplicate domains will no longer show up in the helpdesk URL dropdown (SC 74370).
- The issue where Department and Time-based phrases weren't translated on the Help Center has been fixed (SC 84106).
- We have fixed the issue where the updated dates in the Agent interface for Help Center content were not populating in table view (SC 80330).
- We have fixed the language field dropdown on the User Profile app (SC 72171).
- We have fixed an issue where long email addresses overflowed the ticket sidebar and hid the change user button (SC 84556).
- We have fixed a bug that affected the hierarchy of the built-in ticket fields (SC 81123).
- We fixed the flow for creating a new List which allows them to be saved and unsaved lists to remain in the query builder (SC 84490).
- We've fixed an issue with the 'Labels' criteria in Lists that ignored Users and Organizations with Labels (SC 84388).
- We have fixed the shortcode menu position when scrolling in the editor (SC 80916).
- We've fixed an issue that affected removing CCs from tickets (SC 81479).
- When a ticket gets submitted via the Help Center, the correct IP address will be displayed and won't be affected by proxies (SC 78010).
- We fixed an issue where the 'Create Template' button would not enable when the required fields were filled in (SC 84344).
- We have fixed the bug where the 'Add Reply' editor was missing Snippets and Attachments from the editing functions (SC 72879).
- We fixed the issue where SLA counts displayed zero when there were tickets in the queue

(SC 84611).

□ We have fixed the issue where the return to list option in Help Center unpublished comments would always take you back to page 1 of the comments instead of returning to the page you were originally on (SC 81849).

□ We have fixed an issue with our Salesforce app where the account matching was not always accurate (SC 85076).

□ We have fixed the issue that was affecting the 'Specific SLA status is' rule for creating Lists (SC 79788)

On-Premise Controller Release 2.0.33

We are pleased to announce the latest version of the OPC. This version includes improvements and bug fixes.

Improvements we've made

□ We've added the OPC CLI log to the logrotate configuration (SC 85142).

□ We have added the ability to autodetect S3 storage configuration from the database on import (SC 82862).

Bugs that have been fixed

□ Do not create a problem if cron has not been run yet (SC 84953).

□ Allow time for the instance containers to restart during the upgrade (SC 85348).