Deskpro Horizon Release 2023.28

2023-07-11 - Lara Proud - Comments (0) - Release Announcements

We're pleased to announce the release of Deskpro Horizon, version 2023.28. This release includes several new features our team has been developing, general improvements to product functionality and interface, and several bug fixes.

New Features

 [Refer a Friend, earn a $250 gift card with our new Refer a Friend Scheme](#)
We've launched our Refer a Friend Scheme, you can easily access the referral menu from your helpdesk by going to your Agent Settings (SC 117118).

Simply share Deskpro with friends or colleagues via email, social media, or direct link. And for every successful referral, you and your friend will each earn a $250 gift card.

 [Group and access Queues with enhanced ease](#)
We have added the ability to group ticket queues at the top of your agent interface in Table View. This filtering option lets you more efficiently load specific queues (SC 108586).

The Group by Bubbles can be toggled on and off using the filter icon next to the Group option to quickly open and close specific queues in Table View.

 Added a new Interface Default, where you can set the default behavior for Ticket Message Order as reverse chronological (SC 108499).

 We have added a Deleted tab to the Recurring Tickets menu in Admin so that Recurring Tickets can be deleted and restored (SC 114075).

Latest Improvements

 We've improved how the search and select field works in the Recurring Tickets menu (SC 115283).

 Updated the Workspaces menu to improve visibility (SC 114606).

 We've enhanced how Ticket CCs are displayed on the Ticket Preview menu (SC 113960).

Bug Fixes

 Fixed an issue where email duplicates were not handled correctly, so additional duplication checks have been added for inbound emails (SC 109377).

 Fixed a bug where using exact phrase matching wouldn't work due to punctuation and case sensitivity (SC 99109).

 Restored the missing built-in Deskpro usersources that were previously unavailable after migration to Horizon (SC 104311).

 We fixed an issue with the drag and drop field on the CSV importer (SC 112312).

 We also fixed the issue where the **Update missing values** option was missing for the Organization field in the CSV importer (SC 114923).

 Fixed an issue where the reply box would default to the Email Tab, even if there is no email available for the User. Now the reply box will default to the tab of the channel last used (SC 85424).

 Fixed an issue where the Criteria rules for Ticket Queue were not visible in the Admin interface when viewing the settings (SC 109071).

 Fixed an issue where Ticket ID links from the Reports page would open the dashboard rather than the ticket (SC 97303).

 Restored the ability to use Snippet Shortcodes when using the forwarding tab on a ticket (SC 114931).

 Help Center content statuses can now be translated (SC 114034).

 Fixed an issue where Help Center Templates Brands were not displaying (SC 102984).

 Fixed an issue where zeroes were erroneously added to Moldovan phone numbers (SC 113528).

 Fixed an issue with Ticket Email rendering where text was overlapping (SC 87028).

 Resolved an issue where disabled fields were visible on the Help Center Form (SC 112425).

 Fixed the issue where the **Manage your Notification Settings** link wouldn't open the Agent settings menu from notification emails (SC 97723).

 Fixed the issue where the subject for Live Chats wouldn't display correctly if the User was not logged in (SC 99876).

 Fixed the Highlight and Text Color formatting tools in the Agent Signature box (SC 112221).

 Fixed an issue where using a Snippet in the Forwarding reply box would remove attachments (SC 106115).

On-Premise Controller Release 2.7.1

We are pleased to share the latest version of the OPC, which includes some bug fixes to improve the administrative experience on the On-Premise Controller.

Bug Fixes

 Skip certain scheduled problem checks during instance updates to avoid false positives (SC 117204).

 Change swap memory alerts to better signify when swap usage is actually a problem (SC 117834).