Deskpro Horizon Release 2023.8

2023-02-21 - Lara Proud - Comments (0) - Release Announcements

Our team is pleased to share release 2023.8 of Deskpro Horizon! The team has been working to improve our platform and add some exciting new features this week, including some new Deskpro Apps, improvements to the UI, and several bug fixes. You can read all the details below to find out what we've been working on.

New Features

Here are all of the latest features we've added to the helpdesk.

 Connect Xero to your Deskpro helpdesk

We have built a new integration with Xero, the online account software (SC 101815). This app will enable you to view information about your Xero contacts and their bills and invoices from inside your helpdesk.

The Xero integration will provide a smoother experience for your Agents as they don't have to switch between your Xero account and Deskpro to get the complete picture.

 Integrate your YouTrack account with Deskpro

We have created the YouTrack app in Deskpro, so you can seamlessly stay on top of and manage your agile workflows from inside Deskpro (SC 101815).

This integration makes viewing details about your YouTrack workflows easier for Agents who can view the information from inside a ticket.

 We added the ability to search for Snippets based on their translation content (SC 97048).

 We have added support for merging Custom App data when tickets are merged (SC 78176).

Latest Improvements

 We've improved the states for Custom Apps, they will now support path names with uppercase characters, e.g. foo/BAR-123 (SC 86562).

 You can now define default values for Custom App settings, for example having a

checkbox selected by default (SC 93036).

 Custom Apps can now be hidden by default on Ticket properties, so they will only show when they have a value (SC 59596).

 We have added the Move option to the field for the Office 365 Exchange email authentication flow so you can define where the Email is moved to (SC 101336).

 We have updated our Jira documentation (SC 101815).

Bug Fixes

 We fixed an issue where you couldn’t delete holidays in the future if they were recurring, now an extra check will run for holidays in the future when you’re editing Business Hours (SC 96514).

 Improve the handling of Agent Permissions to ensure unauthorized access cannot be granted. We added Agent Permission tests to reduce permission issues in the future and fixed the issue that prevented followed tickets from appearing in Lists and Queues (SC 97518).

 Fixed an issue with refreshing OAuth tokens in the O365 email accounts that previously weren’t being stored (SC 50603).

 We fixed an issue where editing images in Community Topic posts would load as an HTML block, the topic editor will now let you edit the post correctly (SC 101297).

 Fixed an issue where an incorrect string was displaying after sub-statuses on the Deskpro mobile app (SC 101363).

 Fixed an issue where Apps would prompt you to log out of the helpdesk if you had more than one account logged in (SC 83242).

 We fixed an issue with the go-to-next ticket feature not working (SC 94790).

 We restored the OpenID Connect Login Button that was missing on the Agent Login page (SC 97155).

 We have removed a state that updates Lists on the Navigation Panel, to ensure you are returned to the correct ticket when selecting a ticket tab or refreshing rather than being taken back to the list (SC 99243).

 We have fixed the issue where messages on the Ticket Hover menu were not updating if new replies were added after the ticket list loads (SC 95255).

 We removed outdated options for custom fields that were causing errors when viewing tickets raised by Agents (SC 101589).

 We fixed some bugs with the GitLab app (SC 101815).

On-Premise Controller Release 2.0.59

We’re pleased to announce the latest release of the On-Premise Controller 2.0.59, this release includes a new feature for our Enterprise customers, as well as general improvements and bug fixes that will enhance your On-Premise management.

New Feature

 We have introduced new High-Availability features for Deskpro Enterprise licenses (SC 101509).

Latest Improvements

 We updated the encryption and decryption methods used in zip files (SC 91296).

 We now allow importing of an instance using a pre-existing, in-situ database (SC 72495).

Bug Fixes

 We have removed the timeout from the reindex command to prevent errors when running large reindexes (SC 101735).