

Deskpro Horizon Release 2023.6

2023-02-07 - Lara Proud - Comments (0) - Deskpro Releases

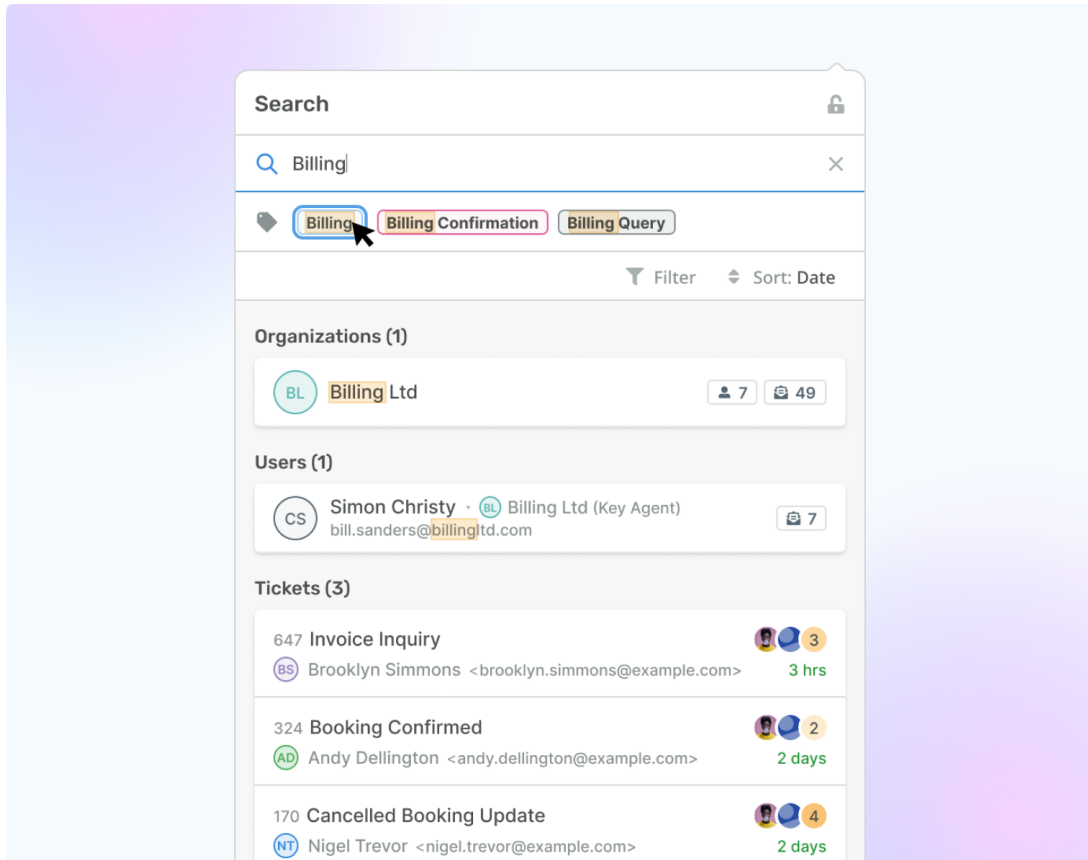
We are thrilled to announce version 2023.6 of Deskpro Horizon. This release includes further development of the helpdesk's omnisearch feature to provide even more robust searching capabilities.

Our team has also worked hard to add several other enhancements throughout the helpdesk UI and improve usability with numerous bug fixes. Check out the rest of the changelog for more detail about what we've been working on this week!

New Features

□ We have improved the filtering capabilities of our Global Search app

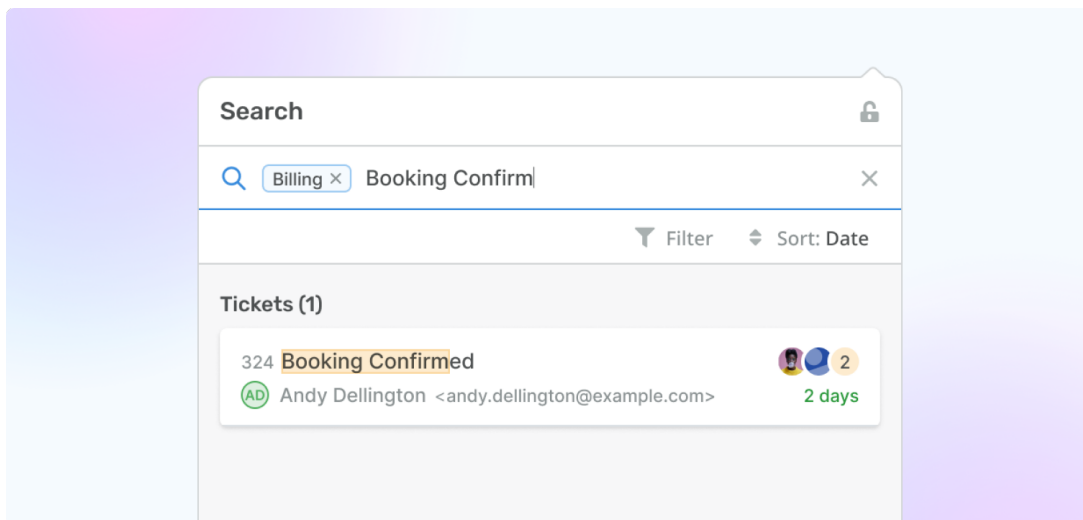
[You can now filter global search results by Label when searching for Tickets, Users, or Organizations](#) (SC 95461). When you begin a search, you will now see relevant Labels as a suggestion that can be applied to further filter the results.



The screenshot displays the Deskpro Global Search interface. At the top, there is a search bar with the text "Billing" entered. Below the search bar, three filter buttons are visible: "Billing" (highlighted with a red box and a mouse cursor), "Billing Confirmation" (highlighted with a pink box), and "Billing Query" (highlighted with a yellow box). Below the filters, there are three sections of results:

- Organizations (1)**: A card for "Billing Ltd" with a blue circle icon containing "BL", 7 users, and 49 tickets.
- Users (1)**: A card for "Simon Christy" (Key Agent) with a blue circle icon containing "CS", email "bill.sanders@billingtd.com", and 7 tickets.
- Tickets (3)**: A list of three tickets:
 - 647 Invoice Inquiry by Brooklyn Simmons (3 tickets, 3 hrs)
 - 324 Booking Confirmed by Andy Dellington (2 tickets, 2 days)
 - 170 Cancelled Booking Update by Nigel Trevor (4 tickets, 2 days)

Once a Label is applied, the results will only include items that match the Label, and you can then add further search terms or other Labels to refine the results even more.



This latest addition will make finding tickets, users, or organizations in the helpdesk effortless!

- We have added API Endpoints for Ticket Lists so Agents can get a list of available Ticket List and Ticket Data. Note that Agents will only be able to see Tickets and Lists they have permission to access (SC 98207).
- We updated our [Salesforce](#) app so Agents can edit notes, activities, and opportunities from the helpdesk (SC 99940).

Latest Improvements

- We improved how the Back to List button pulls the name of a List to ensure this is consistent with Ticket Lists (SC 60651).
- We reduced the padding at the top of Ticket Messages between the header and the first line of a message, which improves the overall appearance of the Ticket Message UI (SC 100511).

Bug Fixes

- Fixed an issue with the support links to support.deskpro.com in Admin to avoid loading a blank page on our Help Center (SC 99673)
- We fixed an issue with harmful HTML being injected into Help Center content by agents with non-destructive permissions (SC 98627).
- We added steps to prevent attacks on the Help Center password reset form to increase the security of login information (SC 98619).
- We added a requirement for creating or updating Files that they must only contain

hotlinks starting with https:// or http:// (SC 97736).

□ We restored the ability to edit User Auth fields directly from the CRM, as well as being able to update them via the user source (SC 90389).

□ Fixed an issue with the Set Password action on the User Profile, so a validation message will appear if you enter two passwords that don't match (SC 97325).

□ Fixed the issue where only the first person CC'd on a Forwarded Email would receive a mail notification in Gmail, now all CCs will be notified of the message (SC 96385).

□ We fixed an issue where the anchors on Help Center content headings wouldn't navigate a user to the right section of the page, this fix will work after the content is next saved (SC 71789).

□ Fixed an issue where Agents logging into the helpdesk from an email invite were seeing false successful reset password responses, now an Agent will be able to log in using the initial password they create (SC 98805).

□ We fixed an issue where an error would occur when creating an email account via MS Office Exchange because the Client ID and Client Secret were not added to the API call (SC 93503).

□ Fixed an issue where an error would occur when a User tried replying to a Ticket via the Help Center (SC 99972).

□ We fixed grouping Queues and Lists by custom fields. Additionally, group by and sort preferences will be remembered to ensure views are not lost (SC 97082).

□ Fixed an issue where pre-caching was not working for Ticket fields if a ticket contained per user fields (SC 100390).

□ We fixed an issue where table headers would incorrectly re-order when after a refresh (SC 96852).

□ Fixed an issue where missing Agent data may have caused a Round Robin to fail when assigning tickets in a Shift (SC 99723).

Patch Release 2023.6.1

□ We fixed an issue to prevent migration errors from occurring during upgrades (SC 100743).

□ Fixed a bug where built-in stats would display an error when trying to load or edit the stats (SC 100360).

On-Premise Controller

We are delighted to share the details of releases 2.0.55 and 2.0.56 of the On-Premise

Controller. These versions include enhancements to the OPCs functionality, as well as a bug fix, to improve the performance of the tool.

On-Premise Controller Release 2.0.56 Latest Improvements

- Add a method to facilitate easy swapping of read-only and primary database configurations (SC 100189).
- Add Elasticsearch schema and read-only database configurations to the diagnostic report (SC 100652).

On-Premise Controller Release 2.0.55 Bug Fixes

- Fix errors when installing MySQL due to deprecated warn commands (SC 100591).