



Deskpro Horizon Release 2024.15

2024-04-11 - Lara Proud - Comments (0) - Deskpro Releases

We're pleased to announce the release of Deskpro Horizon, version 2024.15. This release includes several bug fixes that will enhance Deskpro's functionality and improve the agent and admin experience.

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On the Ticket History tab, updates to previous built-in fields Category, Priority, Product, and Workflow will now be visible (SC 144295).
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$\hfill \square$ We have resolved an issue where saving Guides would corrupt the markdown formatting for text and images (SC 147146).
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$\hfill \square$ We have fixed a problem where signatures on inbound emails via Outlook were being added as attachments (SC 128439).
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Updated the "Forever" time limit option for reopening resolved tickets. This option now represents a significantly longer duration compared to other choices (SC 145440).
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□Addressed an issue where Private Tasks created by automation were not visible to the assignee in the Ticket History log (SC 145267).

On-Premise Controller Release 2.16.1

We are also delighted to announce the latest version of the OPC, 2.16.1.

Latest Improvements Allow setting of the index fields limit from the web GUI (SC 148539).