Deskpro Horizon Release 2023.41

2023-10-10 - Lara Proud - Komentarjev (0) - Deskpro Releases

We're pleased to announce the release of Deskpro Horizon, version 2023.41. This release includes several enhancements to product functionality and bug fixes.

Latest Improvements

 You can now quickly edit a Stat by hovering over it on the Navigation Panel in the Reports Interface.

This update lets you access and edit stats in your helpdesk more efficiently (SC 127244).
 We added a check to verify the formatting of CSV headers before attempting to run an import to reduce the likelihood of duplicate headings causing a failed import (SC 117125).

Bug Fixes

 The Mass Update Language tool will now let you set the user ticket language to nothing, or update from nothing to a language, where previously this action would fail (SC 98249).

 We fixed an app integration issue where actions weren't performed when sending a reply or adding a note if using the "and close this ticket" or "and open next ticket" options (SC 104070).

 Restored the Quick Stats on the Admin Dashboard, to ensure they display default data if the helpdesk stats are empty (SC 127671).

 Ticket counts on the user's sub-search results will now account for Archived Tickets for CC'd Users which previously didn't display in the results (SC 123469).

 Fixed an issue where toggling between the Knowledgebase Article editors would cause a URL replacement on non-standard URLs (SC 123024).

 Creating a new Linked Ticket will now display in the Ticket History tab to provide a clearer history of actions on the ticket (SC 93623).

 Fixed an issue where you couldn't scroll down on the Billing Page for On-Premise instances (SC 112758).

 Restored the ability to call the API V2 Endpoint for News, Articles, and Files which previously resulted in an error (SC 128312).

Fixed an issue impacting the migration of HTML in Snippets (SC 128403).

 Added some missing validation messages for Trigger actions (SC 124643).

 Fixed the Language dropdown menu alignment on the Email Templates page. (SC 123285).

 Restored the Add Label button that wasn't displaying when viewing an Organization Profile (SC 126298).

 Fixed an issue where the Help Center share icons images weren't displaying on Cloud instances (SC 125936).

 Fixed an issue where the Text Color, Highlight Color, and Paragraph Alignment formatting tools wouldn't remain open on the ticket reply box (SC 127703).

 Rectified an issue where images would show as broken in the Help Center editor but displayed correctly on the Help Center (SC 124722).

 Fixed an issue where logged-in Users could see unpublished or archived Guides when using Help Center search (SC 123399).

 Removed case sensitivity for the Label search for Help Center (SC 123550).

 Fixed an issue where loading Macros would result in an internal error (SC 127922).

 Fixed an issue with the **Cancel is user replies** criteria on Follow Ups to ensure the action doesn't run if a User replies (SC 125827).

 We fixed an issue where tickets were not able to be created via the API with multiple messages with attachments (SC 121094).