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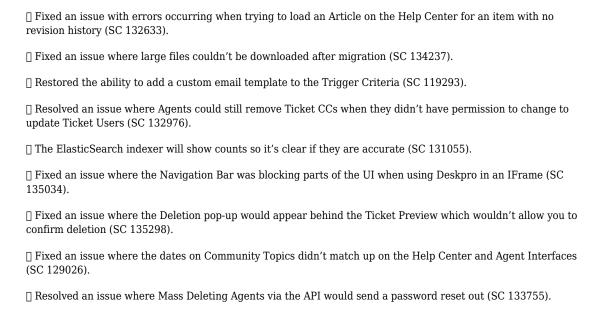
We're pleased to announce the release of Deskpro Horizon, version 2023.49. This release includes several improvements to product functionality and the interface, and bug fixes.

New Features

Latest Improvements

☐ Made improvements to the loading of a User's Primary Organization on the User Profile (SC 127187).
$\hfill \Box$ We added expiration details in Admin Logs for Instagram Story @ mentions (SC 110917).
$\ \square$ We have added a tooltip on the Lists filter for ticket status to make it clearer which statuses are being queried by default (SC 127614).
\square We've added support for contains or does not contain operators and OR functionality in the Trigger Criteria (SC 123730).
Bug Fixes
$\hfill \square$ Restored the ability to export Snippet content from the Snippets Admin menu (SC 106915).
$\ \square$ Fixed an issue where setting Organizations Fields on a ticket would incorrectly set the User's Organization instead of the Tickets (SC 133405).
$\ \square$ We resolved issues in our Cloud instances with the Facebook Page Comments feature where it was failing to process comments from Pages (SC 134239).
$\hfill \square$ Fixed an issue where SCIM was returning an error in the logs (SC 134511).
\Box Fixed an issue where errors occurred when trying to index Publish content that wasn't in a category, forum, or guide. On-premise customers will need to repopulate their search index via the OPC after upgrading (SC 134274).
$\hfill \square$ Fixed a loading error where Guides would display blank on the Help Center (SC 134691).
$\hfill \square$ Resolved an issue with exporting Agent Profiles as a CSV file (SC 128277).
$\hfill \square$ Resolved an issue with images being misaligned on numbered lists on the Help Center (SC 134999).
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$\hfill \square$ Fixed the Jira Data Center guide and some formatting bugs in the app (SC 134537)
☐ Refactored the Shopify app to improve its efficiency (SC 133530)
[] We rectified an issue where agents were unable to create a ticket where they are both a user and follower (SC

Patch Release 2023.49.1



On-Premise Controller Release 2.12.0

We are also delighted to announce the latest version of the OPC, 2.12.0. This version includes some improvements that will provide an increased level of administrator capabilities.

Latest Improvements

 \square Add a problem check for the updated S3 bucket policy requirements (note that this will require an update to the <u>bucket policy</u> if S3 is in use) (SC 135052).

Bug Fixes

Actively work the population Elasticsearch queue when running a reindex to ensure it completes as quickly as possible (SC 135521).