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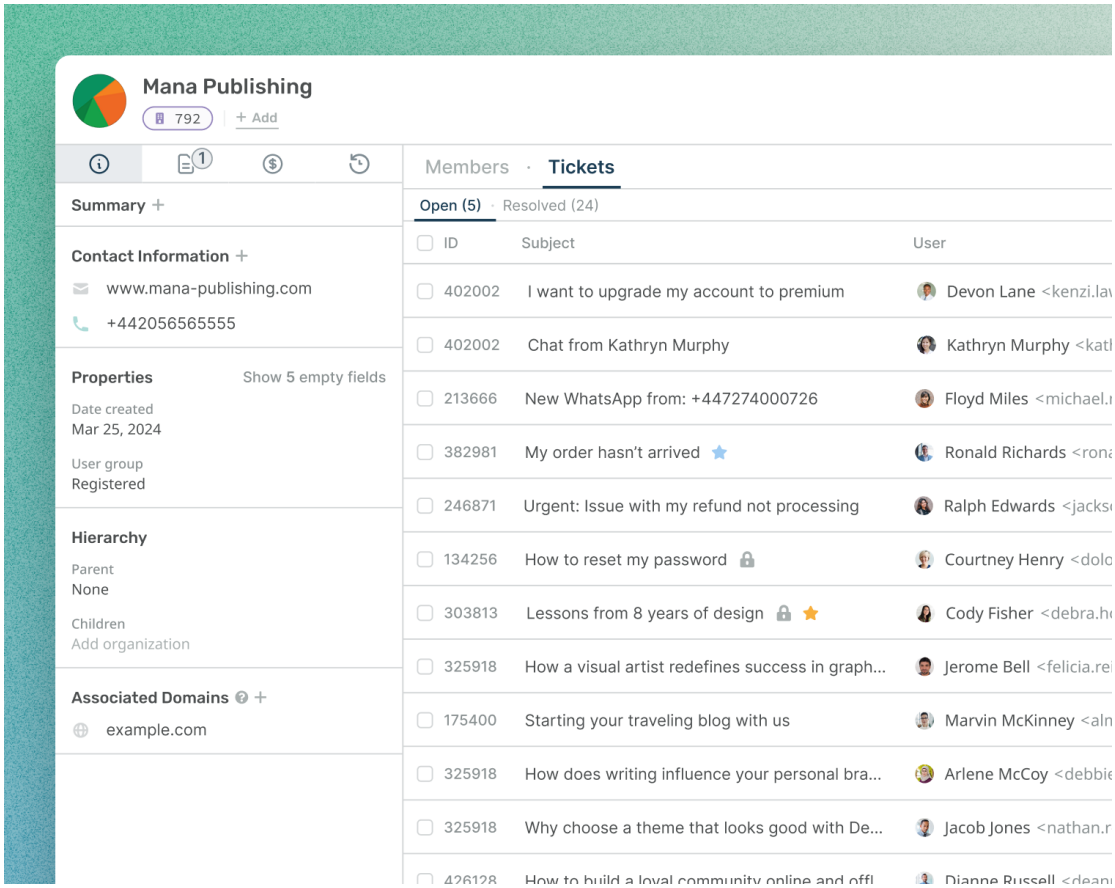
2024-03-27 - Lara Proud - Komentarjev (0) - Deskpro Releases

We're pleased to announce the release of Deskpro Horizon, version 2024.13.5. This release includes an update to CRM profiles, as well as, other general improvements to product functionality and bug fixes.

New Features

[ ] New and Improved CRM profiles for Enhanced Visibility

We've given a new look to User and Organization profiles for enhanced clarity and efficiency. Tickets associated with User and Organization Profiles will now be displayed in a structured table format, offering a more comprehensive and clear overview (SC 67620 & 146752).



We have also added options to help you better manage Members of Organizations from the Profile by improving the layout of the Members section and letting you update a User's position, add or remove them as a Manager, or remove them from an Organization straight from the Organization Profile.

Latest Improvements

 We've enhanced the functionality of the Trigger Criteria input for **Contains** or **Does not contain** options. The update improves clarity to ensure it’s obvious that you can input multiple values. Additionally, we've refined the saving process to ensure that inputs are saved either when you click outside the field or press Save (SC 143544).

We've made several enhancements to our WhatsApp integration for a smoother experience:

 Any changes to your WhatsApp account, such as phone number updates or removals, will now be recognized in the helpdesk (SC 121489).

 If your account is disabled or banned, this status will now be visible in the WhatsApp ticket reply box (SC 121490).

 For Admins, we have added WhatsApp account warnings in the Admin Interface to help you quickly identify and resolve potential account issues (SC 146687)

Bug Fixes

 We've optimized the Macros app by minimizing the data load on opening to enhance the menu's speed (SC 147355).

 We've improved the error message which appears when Service Credit has run out to provide more clarity (SC 127698).

 We've added checks to ensure that Agents without permission to insert HTML cannot bypass the permissions via the API to add content to the Prosemirror editor (SC 141353).

 Users who were previously Organization Managers will no longer be added as a CC to new tickets in the Organization (SC 145158).

 We have resolved the inconsistency between the ticket count for Users and Organizations displayed in the search results compared to the CRM (SC 134207).

 We've resolved an issue that caused an error when selecting yourself for an Agent IM group. Now, you cannot select yourself when creating an IM group, preventing any potential errors (SC 140242).

 We've rectified a problem that prevented Agents from removing their secondary email address via the Account Preferences menu (SC 146017).

 We've resolved an issue where tickets were not automatically unlocked after exceeding the Ticket Locking maximum time (SC 145782).

 We've resolved a problem that arose from recent security updates, which prevented agents using external authentication from editing their emails (SC 145616).

Patch Release 2024.13.6

 We released a patch fix to resolve a JWT error that impacted signing in and Messenger (SC 147749).

 Resolved an issue that impacted sending emails due to a security update (SC 147579).

On-Premise Controller Release 2.15.3

We are also delighted to announce the latest version of the OPC, 2.15.3. This version includes some bug fixes to improve the functionality of the On-Premise Controller.

Bug Fixes

 Only check for timezone data on the internal database if the service is active (SC 147292).

 Ensure proper escaping of URLs when using external Elasticsearch providers that don't specify a port (SC 147238).