Deskpro Horizon Release 2022.22.0

2022-05-31 - James Godwin - Comments (0) - Release Announcements

We're pleased to announce the latest release of Deskpro Horizon, version 2022.22.0. This release includes general improvements and bug fixes in the Admin and Agent interfaces.

Some of the improvements we have made

 We've added the ability to sort the layout tables for articles, files, and news. Plus, you can use a Mass Action to sort the article layout view (SC 72932).

 The rich-text editor now lets you change text alignment and add indents when editing News Posts or Knowledgebase Articles (SC 63791).

 We have a new release for the Deskpro Android and iOS apps (SC 72390)

 We've refined Agent interactions with locked tickets. For example, if Agent A locks a Ticket, Agent B can only add notes and change information in the ticket properties panel and header. Additionally, if an Agent selects a locked ticket, the reply box will default to the note tab (SC 71734).

 We have improved the functionality of adding users to an organization. Previously, the dropdown menu would close after you've added a user. The dropdown will now remain open until it is closed, enabling you to more efficiently add multiple users to an organization (SC 73241).

 We've added the ability to sort your Ticket Custom Fields by ID and field type in the Admin interface (SC 65939).

 We've added a magic token into the Agent API (SC 73669).

Bugs we've fixed in this release

 We have fixed a bug where Active Directory couldn't complete syncs due to a size limit error. Now AD syncs should complete successfully (SC 55361).

 We've fixed the issue where merging Community topics was causing the descriptions to incorrectly bring across HTML and didn't merge subscriptions (SC 53486).

 Fixed the issue where the Contact form would break when a logged in user has multiple emails (SC 66328).

 We've fixed currency symbols (NZD, CAD, CHF, HKD, and SEK) for currency fields on Help

Center forms (SC 65335).

 We have fixed the bug where multiple modals would open on top of one another on the Agent Profile. When another menu is selected, the previous modal will now automatically close (SC 71235).

 We have fixed the issue where a User was added as a CC on a Ticket if they replied through the Help Center. You can also remove CCs on a Ticket from the Help Center (SC 72353).

 We have fixed the description that displays when you go to delete a user. It will now read, "Are you sure you want to permanently delete this user?" and not ask if you wish to ban the user (SC 72907).

 Fixed the issue where an organization's member list will now visibly update when a user is added or removed without the need to refresh the page (SC 73242).

 When restoring an Agent profile, the helpdesk will check the license for the number of available seats. If the number of Agents you're trying to restore surpasses the remaining number of seats, an error will display saying you have used all your available Agent licenses. This error will also occur when restoring Agents via Mass Action (SC 60299).

 We have fixed the issue where creating a Website Embed form for a specific brand displayed all helpdesk departments; rather than brand-specific departments (SC 66042).

 Fixed the issue where uploading files was restricted by file type even when Admin settings allow all file types (SC 73101).

 Fixed an issue that lets you set up a brand's custom domain as the main helpdesk URL. An error will now show, requiring you to enter a different domain (SC 68633).

 Fixed the bug where raw HTMLdisplayed on Help Center forms for toggle fields where a custom phrase with HTML was added (SC 70940).

 Fixed an issue where User messages were displaying as Agent Ticket messages if the User had previously been an Agent (SC 72799).

 Fixed an issue where the 'Unsubscribe Links' in subscription emails directed users to a non-existent Help Center page rather than unsubscribing them from the Help Center content (SC 61341).

 We've fixed the issue where if an Admin enables Ticket Satisfaction Surveys, the survey wouldn't be visible on the Help Center. The survey will now display on the Help Center (SC 54158).

 Fixed the issue where if you're editing Ticket Triggers in the Admin interface, you can open the corresponding email template directly from the Triggers page (SC 65632).