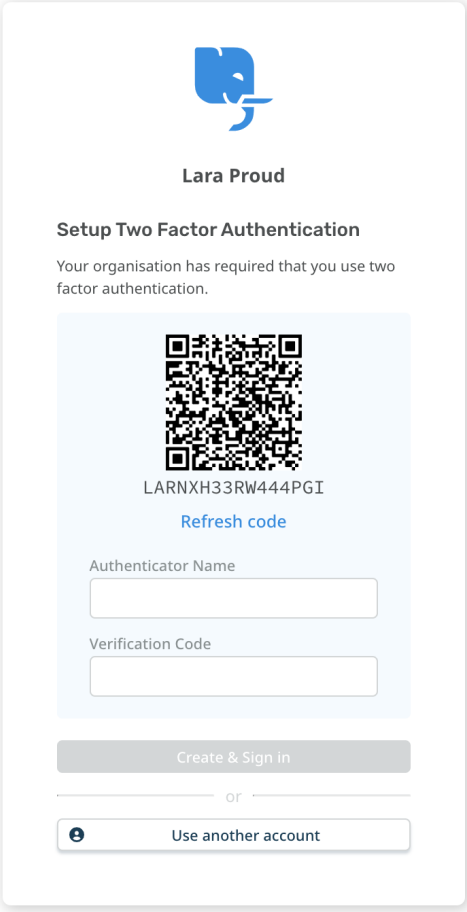
Deskpro Horizon Release 2022.29.1

2022-07-19 - Lara Proud - Comments (0) - Release Announcements

We're pleased to announce the release of Deskpro Horizon, version 2022.29.1. This release includes several exciting new features that our team has been developing, a number of general improvements to the product's functionality and interface, and numerous bug fixes.

Two-Factor Authentication (2FA)

One of the new features that we are excited to announce is the release of Deskpro's Two-Factor Authentication (2FA). This feature lets you introduce an additional level of security to your helpdesk by requiring two different authentication methods for agent login, using a Time-Based One-Time Password (TOTP) to authenticate Agent accounts. This new feature will help keep your helpdesk secure, by ensuring that only authorized users can access agent accounts, which will help reduce the risk of security breaches.



Why have we added 2FA?

We've added 2FA as a feature to deliver a more secure helpdesk environment. Adding a TOTP authentication provides one of the highest levels of security that can be added to accounts to keep them secure, plus it gives you additional control over your helpdesk security. We consider security a priority and we want to be operating with the best security practices possible to provide a secure and controlled environment for your organization.

How do I add 2FA to my account?

It's quick and easy to set up 2FA for your Deskpro instance, go to **Agents > Auth & SSO** in the **Admin Interface** and initialize 2FA.

For more detail about setup, you can check out our 2FA Setup Guide which will walk you through how to add 2FA to your account. Or if you're an agent and 2FA has been enabled on your helpdesk, you can follow this guide for assistance on how to set up your authenticator app.

Other new features we've created

 We have released our GitHub app v1.0.1, this version of the app will let you link and view GitHub issues from the Deskpro interface (SC 78658).

 You can now copy settings from a user's profile to create a new user, this feature can be found in the new dropdown in **Admin > Agents > Agent Profiles** (SC 56787).

Improvements we have made

 When you select a User's organization, it will return the list of organizations in alphabetical order (SC 79815).

 We have added the ability to change the width of the column containing tickets in card view (SC 76841).

 We've improved how to handle cases where a ticket's sub-status doesn't match the status (SC 80032).

 We have improved how ticket messages are handled if there's no user recorded (SC 79711).

 We've added styling to the active call card in the ticket message list and now display the call duration on the active call card (SC 76802).

 We've added the missing email source in the view source window (SC 76820).

 We have improved the validation messaging if you add an email address to a User's account if that email is already associated with another User (SC 79184).

 We've improved how Queues in Notification Preferences are grouped. They are now grouped by Queue Sets, which will show a header with the set's name, in their display order and with any disabled Queues hidden (SC 75942).

 We have added more tooltips to the UI to help you find your way around more easily (SC

77828).

 The agent voicemail modal is now interactive (SC 71213).

 We've added "User phone number" as a Snippet variable (SC 79161).

 We've improved the installation validation in the Salesforce app, so it will show a more helpful validation message when the User enters an invalid URL (upgrade v1.0.1) (SC 79754).

 We have enabled ticket fields to be displayed based on the field matching against "Any" custom criteria (SC 79424).

Bugs that have been fixed in this release

 We have fixed the issue where inserting a link into Help Center content without a schema was stopping the content from opening in new tabs (SC 77245).

 We've fixed the issue with synchronizing ticket parent and sub statuses, so the data will be correctly recorded now (SC 80017).

 We've improved the FQL `has_props()` search in JSON fields so there are faster processing times (SC 79080).

 Fixed the issue with conditional fields in Messenger not respecting the dependency rules (SC 79521).

 We've fixed the issue where Agents without reply permissions couldn't add notes via email (SC 77190).

 We have sorted the snippets list alphabetically (SC 78430).

 We've improved the voice widget's search and validation functionality so it is less formatting sensitive (SC 76847).

 We've fixed the scrolling in ticket logs in ticket history (SC 79478).

 We've fixed how email replies are processed if rate limits are enabled (SC 76454).

 We removed misleading permissions from the override permissions box and replaced it with a description of what the override permissions button does (SC 79358).

 We fixed the incorrect SQL compilation when the ticket charges field is used for reports (SC 78943).

 Pagination for lists of comments is now fixed (SC 71410).

 Fixed the missing message parameter in the API docs (SC 79302).

 We've added migration for the snippet usage logs (SC 77942).

 We've fixed invalid templates showing in the "Send agent email" action to prevent an error (SC 79563).

 We fixed how messages with images are displayed on the Help Center (SC 79723).

 We have fixed the issue where there were multiple redirects when trying to resolve a ticket on the Help Center (SC 79572).

 Fixed the ticket permission query limiter (SC 79160).

 We fixed some UI bugs on the navigation panel (SC 79716).

 We've made Client ID and Client Secret mandatory fields for Google Auth (SC 75887).

 We have fixed links to the Admin interface from the Help Center (SC 79554).

 The null header from the drawer of each sub-status has been removed (SC 79040).

 We've fixed the issue where CCs wouldn't display when creating a new ticket with an agent note (SC 79073).

 We've fixed the issue where a report was opening without a sidebar if opened in a new tab (SC 78336).

 We've fixed the report level variables not being applied when downloading a widget as CSV or PDF from the dashboard (SC 79294).

 We've fixed where phrase names were displayed in the Email templates menu (SC 78281).

 We've fixed the issue where an extra return was added when saving News Posts (SC 76655).

 Fixed an issue that was causing an error when loading the brand settings page (SC 77993).

 We've fixed an illegal operator and value combination for null comparison in AgentChatsCursor (SC 77976).

 A user's usergroups, which is defined through the organization, will now be automatically set (SC 78895).

 If a helpdesk is updated, API queries may fail until the browser is reloaded. We are now catching this error and displaying a modal to the user (SC 78129).

 We have removed 'Registered' as a selectable usergroup from Users and Organizations (SC 78914).

 We've fixed a bug that was occurring when editing a pasted URL into the reply box (SC 76365).

 If a ticket is locked by an agent when that agent views it the ticket reply box will default to the normal channel logic, and other agents won't be able to use the CC bar (SC 78511).

 We've fixed the issue where multiple IM message creation was causing one of the messages to be lost (SC 77084).

 We fixed Guide Page’s last updated date field to display as null when it's just been created (SC 76031).

 We have made the performer’s display name show the agent’s alias in the email template (SC 78401).

 We’ve added support for ‘EXISTS’, ‘NOT EXISTS’, ‘NULL’, ‘NOT NULL’, ‘EMPTY’, and ‘NOT EMPTY’ operators for labels (SC 64873).

 We’ve fixed the case where some Auth apps lacked configuration which caused errors when loading the page (SC 74244).

 We’ve fixed the Ticket Forward footer size (SC 79310)

 We’ve fixed various Reports bugs, this includes updating the DPQL Parser/Lexer, so it knows the DPQL clause (where possible) and shows the error message to the inputs, respectively(SC 49904).

 Fixed the issue where guides have null brand value (SC 78195).

 We've fixed the typo in the keyboard shortcuts modal (SC 79386).

On-Premise Controller Release 2.0.25
We are also delighted to announce the latest version of the OPC, version 2.0.25. This version includes new features and some general improvements that will provide an increased level of administrator capabilities.

New features we’ve created (v2.0.24)

 We’ve added support for remote connections with Deskpro support (SC 73718).

Improvements we have made

 We’ve added the ability to have email notifications for new problems and resolutions when checking for problems in the OPC (SC 76149).

Bugs that have been fixed in this release

 We made the Login and Set-Password options in the VM console screen's advanced menu mutually exclusive (SC 75199).