Deskpro Horizon Release 2023.12

2023-03-21 - Lara Proud - Comments (0) - Release Announcements

We're pleased to announce the release of Deskpro Horizon 2023.12. This release includes two new Deskpro Apps that will help improve your team's efficiency by providing faster access to information from inside your helpdesk.

Our team has also been working on improving our interface, improving our UI to enhance the clarity of the interface, and fixing several bugs across the platform. For more detail, you can see everything included in this release below.

New Features

This week, we are releasing several new features and applications for use on your helpdesk, including a new Channel for reviews and two Deskpro Apps.

 Our Bookmarks App lets you quickly access useful links from your helpdesk

You can now add easy-to-access links to our new Global App, Bookmarks. You can add your own bookmarks, for links you regularly need to access, and Admins can create Shared Bookmarks that all Agents can see (SC 104340).

You can now check Companies House records from the helpdesk with our new app

We have built a Companies House app that lets you easily search for any registered UK company. You can view information about any registered business or follow the link to view the complete Companies House listing for additional detail (SC 99560).

Latest Improvements

 We improved the **Sort**, **Group by,** and **View** menus to add clarity. Now the options will be searchable, grouped by type, and sorted alphabetically. We have also renamed some options that were previously ambiguous (SC 101172).

 We have updated the dropdown menu for Mass Action so it will now allow you to select

and mass-update sub-departments (SC 94059).
 We have added clarity to the Macro's Rule Builder, where it previously just said **Add all organization managers**, this was ambiguous it will now say **Add ticket owner's organization managers as CCs** to make it clear that the managers of the organization will be CC'd on the tickets (SC 102662).

 For On-Premise customers we have added the ability to manage your license information when running an air-gapped solution (SC 77793).

Bug Fixes

 Fixed an issue where working hours were affecting SLA times and causing them to go into warning and failed states at unexpected times (SC 96117).

 We fixed an issue where uploading attachments would cause a timeout so Email Templates would fail to load (SC 100801).

 We fixed a bug where Stars would revert back to their previous names, now they will update correctly and remain updated (SC 97865).

 Fixed an issue where the timer would not reset after submitting a message when the **Stay on ticket** option was enabled (SC 95756).

 Fixed an issue with creating new tickets when an empty email exists in the database which would cause a 400 error (SC 101956).

 We fixed an issue where mismatched glossary words would appear in an Article even though the Glossary contained the correct definition (SC 95618).

 Fixed an issue where after merging a ticket you could encounter a **Ticket not found** page for the lost ticket, you will now be redirected to the new ticket (SC 102684).

Patch Release 2023.12.2

 We fixed a bug with O365 refresh tokens for Cloud customers to ensure that any failed emails would be reprocessed (SC 104835).

On-Premise Controller Release 2.0.63

We are also sharing the latest release of our OPC, which includes some bug fixes and improvements to the Controller to enhance the usefulness of our On-Premise management system.

Latest Improvements

 Update Nginx access log format to include request time (SC 104185).

 Downgrade OPC version alerts from medium to low severity (SC 104639).

Bug Fixes

 Prevent the use of problematic instance names during instance creation and import (SC 104257).

 Ensure the full cron file is written when backup time is updated (SC 104388).