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2024-06-25 - James Godwin - Kommentarer (0) - Deskpro Releases

We're pleased to announce the release of Deskpro Horizon, version 2024.26. This release includes several new improvements to our CSV Ticket Importer and numerous bug fixes.

Latest Improvements

] We have improved the CSV Ti	cket Importer,	allowing you to	map	tickets to	specific	departments	and s	et their
status during import (SC 14986	6).							

[The CSV importers now support importing **Date** and **Date & Time** values into fields (SC 148439).

 $\[\]$ During a User CSV import, users without a specified brand will now be added to the default brand (SC 151939).

Bug Fixes

\square Resolved the issue where the US toll-free verified status was incorrectly showing on non-verified phone numbers (SC 147165).
\square Customers migrated from legacy to Horizon can now edit the translation for Lists (SC 139789).
$\ \square$ Fixed the issue where CC names were not displaying on ticket messages (SC 140026).
Corrected an issue with outbound Office 365 Exchange email account OAuth flow on Cloud (SC 154147).
\square Fixed the loading spinner issue when accessing a Community Forum on the Help Center (SC 152408).
\square We have resolved an issue where searching for users by ID wouldn't work correctly because of merged ticket being deleted (SC 139222).
\square We have fixed ticket forwarding so that agents can now forward tickets when there are per-user fields in the ticket form (SC 150929).
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\square We have fixed the Department drawer in admin so it no longer errors when adding external unique fields are present in the department form (SC 153981).

On-Premise Controller Release 2.18.3

We are also delighted to announce the latest version of the OPC, 2.18.3 which includes two new improvements.

Latest Improvements

$\ \square$ Set appropriate defaults for Nginx keepalive variables and create a decision if necessary (S	SC 15	52748	3).
□ Undated Go to version 1.22 (SC 155097)			