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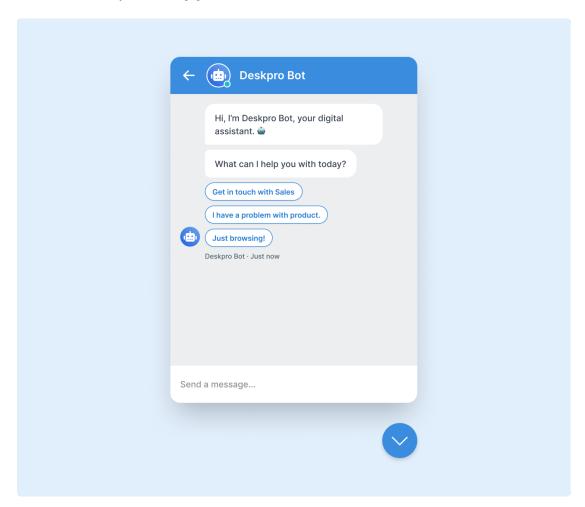
2024-08-21 - David Anjonrin-Ohu - Kommentarer (0) - Deskpro Releases

We are excited to introduce the latest version of Deskpro Horizon, featuring innovative additions like our new Messenger widget, customizable WhatsApp message templates, and our Slack app. This update also brings enhanced functionalities, such as improved AI drafting for knowledge base articles, along with important bug fixes—all designed to take your customer service to the next level.

New Features

☐ Introducing the New Messenger Widget and Chatflows for Deskpro

We are thrilled to announce the beta launch of our brand-new Messenger widget and Chatflow feature, designed to revolutionize how your team engages with customers.



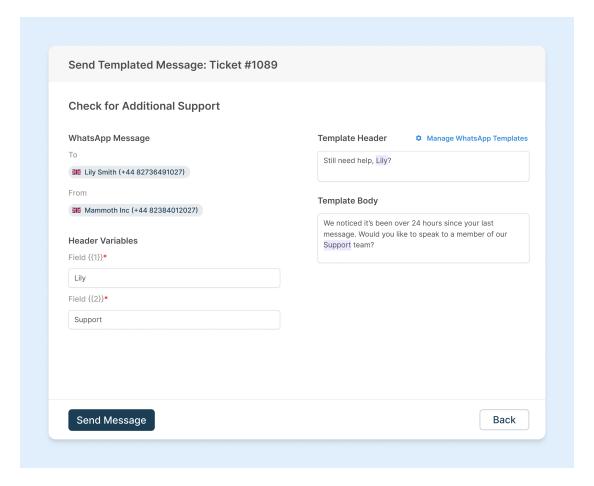
These exciting updates are packed with powerful tools that allow you to deliver exceptional customer experiences across all platforms. Our new Messenger widget offers a host of exciting features such as Card Mode to add a variety of content to your widget.

We're also excited to introduce Chatflows, the powerful tool that allows admins to create custom chatbot flows tailored to your specific needs.

To get started with Messenger, go to our <u>Admin Guide</u>, if you are using Legacy Messenger, you can follow our <u>setup guide to recreate your legacy chat settings in the new Messenger</u>.

Enable More Custom WhatsApp Follow Ups with Templates

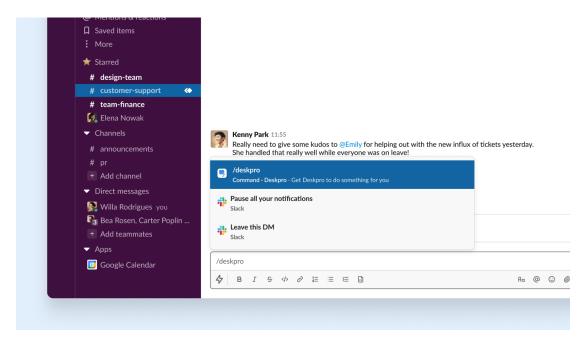
Create and send WhatsApp message templates that can be personalized using variables for more human follow-ups.



WhatsApp Templates help you provide more consistent communication and follow-up with customers beyond WhatsApp's 24-hour freeform messaging window. To get started with WhatsApp Templates, check out the WhatsApp Message Templates Guide (SC 146951).

☐ Create Tickets Direct from your Slack Workspace

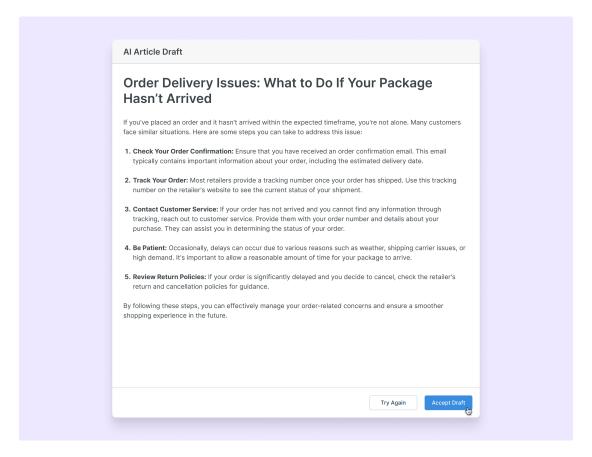
Enhance your team's efficiency by integrating your Slack workspace with your help desk. This powerful integration allows for seamless ticket creation and management directly from Slack with a simple /deskpro command.



To install Slack for your Deskpro Workspace, check out our <u>Slack App Guide</u>. For instructions on using the integration in Slack, you can see our <u>Using Slack for Deskpro Guide</u>.

☐ Create Knowledge Base Articles in Moments with AI Article Drafts

Create a Knowledge Base Article in seconds with the new AI productivity tool, **Write an Article with AI**. When you write a valuable ticket response, use the newest AI tool to transfer that response into a Knowledge Base Article that can resolve that same issue for your users over again.

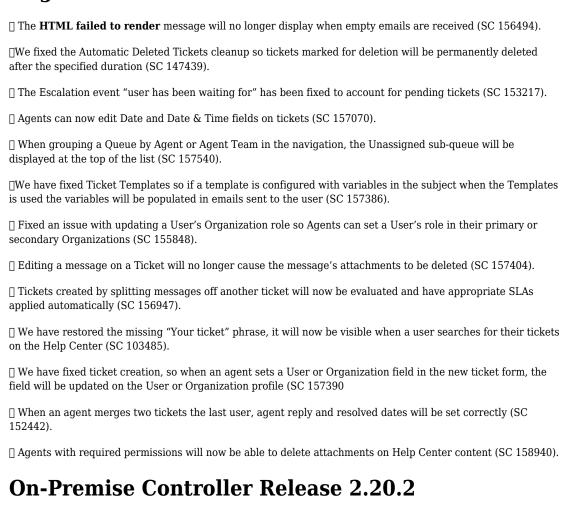


With AI drafting, you get a draft article in moments that you can tweak and publish, simplifying the help content creation process for support agents. To get started with using this feature, check out the AI productivity tools

Latest Improvements

☐ We improved the visibility of error messages in the AI logs and provided a transaction ID when an AI feature fails to help admins better understand when a feature doesn't run (SC 156719).

Bug Fixes



We are equally excited to present the latest version of the On-Premise Controller (OPC), 2.20.2, featuring new elements and general enhancements to boost administrator capabilities.

Latest Improvements

Updated custom SSH base configuration to include additional security features (SC 159300).	
Added explicit order to the container startup sequence for improved reliability (SC 161301)	

Bug Fixes

 $\hfill \square$ Fixed issues related to deploying the Adminer plugin (SC 160802).