Deskpro Horizon Release 2023.50

2023-12-12 - Lara Proud - Yorumlar (0) - Deskpro Releases

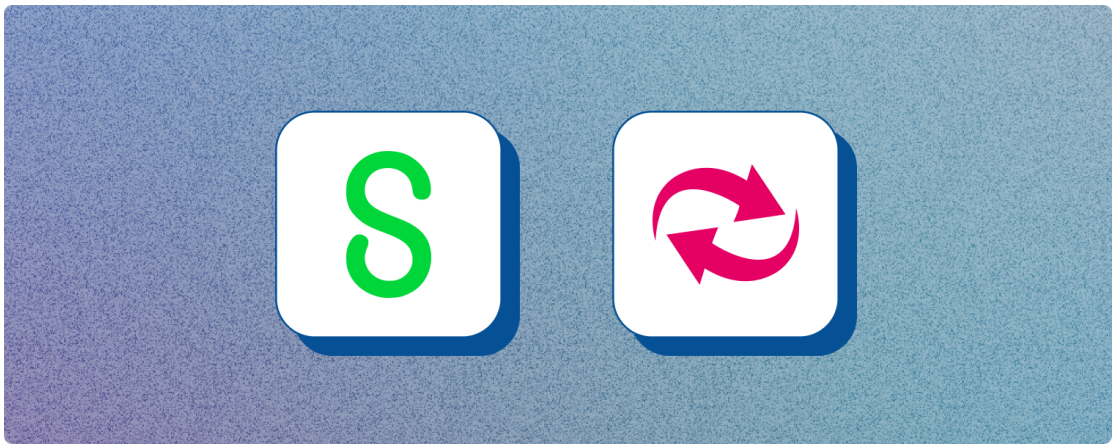
We’re excited to wrap up the year with the latest release of Deskpro Horizon, version 2023.50, our final update of 2023!

This version introduces two new accounting integrations with Sage and Kashflow. Alongside these additions, we've also made improvements to product functionality for a more seamless user experience and we've resolved numerous bugs.

New Features

[ ] Optimize invoicing and contact management with Deskpro's Kashflow & Sage Integrations

Seamlessly optimize your accounting management processes with Deskpro’s latest integration: Sage and Kashflow.



Install these new apps to provide your team with the tools to streamline contact management when creating invoices, updating contact information, or reviewing quotes and estimates.

Get started with Sage or Kashflow by navigating to **Admin > Apps & Integrations > Apps**, open the **Available** tab, select the app you want to install, and follow the setup instructions.

[ ] Agents now can collapse notes added to User and Organization profiles, for improved visibility (SC 132860).

[ ] We’ve enhanced our CSV Importer with a new update option that consolidates the existing import modes for improved clarity about updating mapped items (SC 133746).

Latest Improvements

[ ] Deskpro will now open a form that allows Agents to complete any required ticket fields when forwarding a ticket as resolved (SC 118864).

Custom ticket apps and widgets are now handed more data about a ticket. This includes Team, Agent, CCs, urgency, and key timestamps (SC 135705).

Bug Fixes

 We removed two Mass Actions that were incorrectly appearing in the menu (SC 133269).

Fixed an error caused by filtering a queue by status and sub-status and trying to group by one of the statuses (SC 132796)

Fixed a bug that caused some stat folders in Reports to disappear when agents were using specific languages (SC 133547)

 Made tasks visible and editable in tickets while using mobile (SC 132104).

 Fix icon display on Guides when using images (SC 133201).

 Fixed CCs displaying incorrectly in Deskpro when a CC'd user replied to the helpdesk and CC'd the ticket owner (SC 129215).

 Resolved an issue where an organization could be set as its own parent (SC 119181).

 Fixed an issue with images getting embedded in HTML when pasting from Word, which stopped some news posts from being downloaded as PDFs (SC 130845).

 Pluralized the titles of the department and permission tab names in the agent profile menu in Admin (SC 132812).

 We improved the agent password reset logic and added more logging to highlight potential early expiration issues customers might have (SC 115557).

 Fixed the loading of previews when switching between email templates or changing their example tickets (SC 131673).

 Removed a warning being shown erroneously when a ticket submitted to a helpdesk with user registration was disabled (SC 134022).

 Fixed permission check that stopped organization managers from seeing tickets from secondary organizations via the help center (SC 133777).

 Added the correct support guide link to the data import page in Admin (SC 134810).

 When using the pending article ticket action, the new article will be populated with the content added to the pending article description (SC 134289).

 Stopped success message from appearing immediately when starting a CSV import as opposed to when it is complete (SC 134821).

 Resolved an issue where custom global widget icons wouldn't display in the header bar (SC 116015).

 Fixed an issue with adding ticket notes when users have no emails (SC 134887).

 We have enabled Trustpilot Reviews on our Team plan for cloud customers (SC 124834).

Patch Release 2023.50.2

Fixed the action menu on ticket messages, so agents can again perform actions like "Forward message" or "Delete Note" (SC 136422).

Fixed the issue where messages were not displaying on tickets with CCs created by agents (SC 136437).

On-Premise Controller Release 2.12.2

We are also delighted to announce the latest version of the OPC, version 2.12.2. This version includes improvements and bug fixes that will enhance your On-Premise management.

Latest Improvements

 Use a lock file for cluster synchronization after performing instance-related actions to prevent race conditions during node synchronization (SC 136107).

Bug Fixes

 Try legacy AWS S3 URL formats for S3 policy checks in the problem checker to prevent failure (SC 136019).