Deskpro Horizon Release 2024.29

2024-07-16 - James Godwin - Yorumlar (0) - Deskpro Releases

We're pleased to announce the release of Deskpro Horizon, version 2024.29.0. This release includes several new features our team has been developing, general product functionality and interface improvements, and several bug fixes.

New Features

⬚ Bring Your Own Twilio Voice Account

Deskpro Enterprise customers on Cloud can now use their own Twilio cloud account (SC 154538).

If you're an Enterprise customer currently using voice managed by Deskpro and wish to switch to BYOA, please contact support. Learn more about voice setup: Initial Voice Setup

Latest Improvements

⬚ The Recurring Tickets feature now supports Organization Fields. When an admin selects a department with organization fields in the form, how these fields are set when recurring tickets are created will be configurable (SC 121546).

⬚We have improved the language on the WhatsApp activation page in the Admin interface (SC 151983).

Bug Fixes

⬚ We've resolved several issues affecting Users subscribed to a Community or Community Topic, who will now be notified when the following occurs (SC 153607):

- A new topic is added

- When a topic's status changes

- Comments are added to a topic

⬚ We fixed the issue with Help Center Files where the document name wouldn't update once re-uploaded (SC 153982).

⬚ We have fixed the issue of the mobile app breaking when used on devices with larger

screens (SC 154344).

On-Premise Controller Release 2.19.2

We are also delighted to announce the latest version of the OPC, 2.19.2. This version includes new features and some general improvements that will provide an increased level of administrator capabilities.

Latest Improvements

 Add support for RHEL (and derivatives) 9.4 (SC 157226)

Bug Fixes

 Do not attempt automatic backups for instances that are actively performing a long-running import (SC 157668).

Add restart retries during instance update if the first attempt times out (SC 157734).