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We're pleased to announce the release of Deskpro Horizon, version 2024.32. This update includes the highly anticipated Deskpro AI features, several new tools our team has been developing, general improvements to product functionality and interface, and bug fixes.

New Features

 Introducing Deskpro's AI Innovations for Smarter Support

Elevate operations with Deskpro's innovative AI capabilities. The new features are focused on two key areas: Agent Productivity Tools and AI Workflow Automations.

We're excited to announce the launch of our first AI-powered features, designed to revolutionize the way your team works with Agent Productivity Tools and AI Workflow Automations, **available for Professional and Enterprise plans at no extra cost**.

Enhance your team's efficiency and improve customer experiences with the tools available to your team right now:

AI Productivity Tools

- Enhance Reply: Improve tone, grammar, and spelling.

- Expand Reply: Turn brief replies into detailed responses.

- Summarize Ticket: Get quick, intelligent ticket summaries.

AI-Powered Automations

- Customer Intent Detection: Categorize queries with AI.

- Sentiment Analysis: Detect user sentiment for appropriate responses.

You can watch an overview of our AI features here.

To activate Deskpro's AI features, navigate to **Admin > AI > Overview**, you'll be prompted to connect your OpenAI account, after this you can enable the features you need. For more details, refer to the AI Guide.

Also, using Deskpro via mobile as an agent now supports access to the CRM system (SC 137017).

Bug Fixes

 Snippets which run as part of Macros will now let you set which language translation you want to use from within the preview (SC 151151).

 Improved handling of setting ticket organization using mass actions (SC 154923).

 Changed the variable used in Community email templates to show the correct number of votes on a User's Community topic (SC 155863).

On-Premise Controller Release [2.20.0]

We are also delighted to announce the latest version of the OPC, 2.20.0. This version includes general improvements that will provide an increased level of administrator capabilities.

Latest Improvements

General improvements to container handling (SC 157917, SC 157799).