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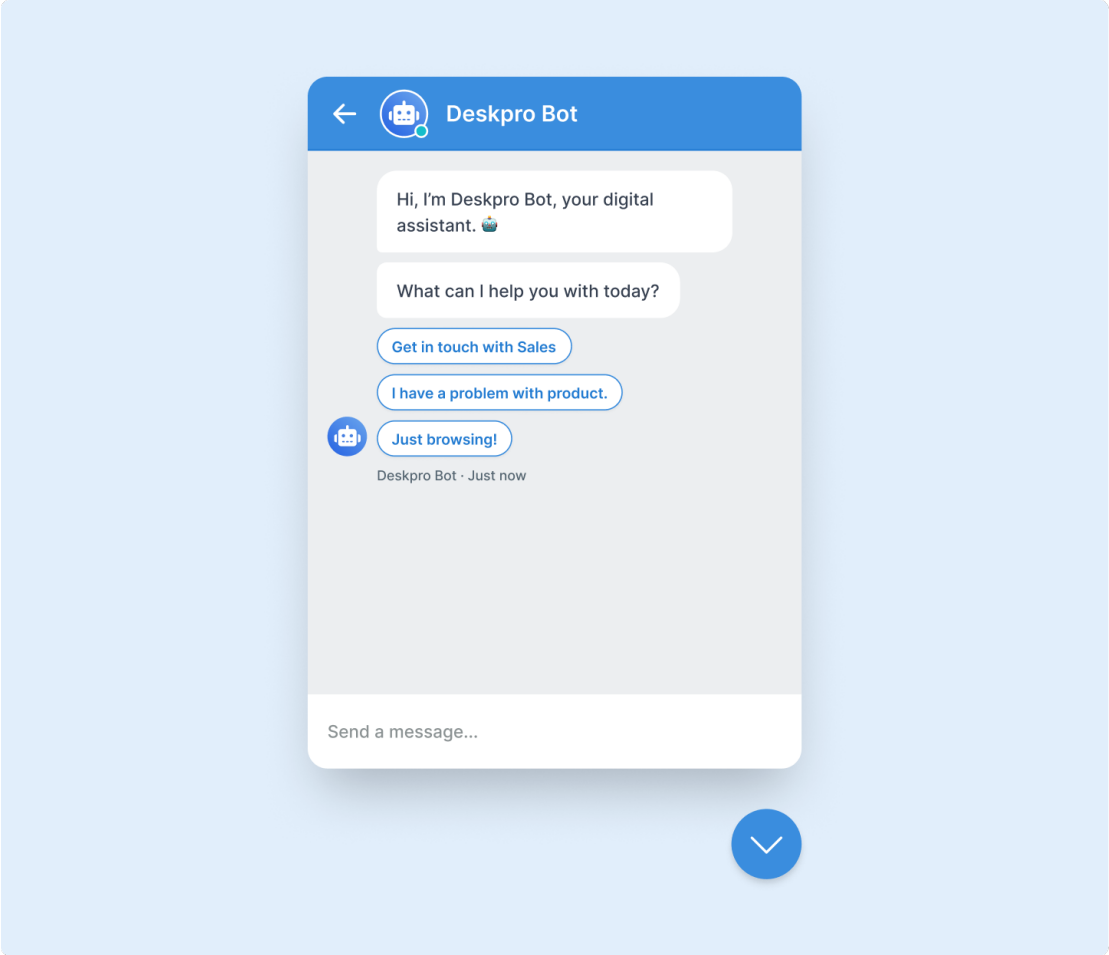
2024-08-21 - David Anjonrin-Ohu - Yorumlar (0) - Deskpro Releases

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.



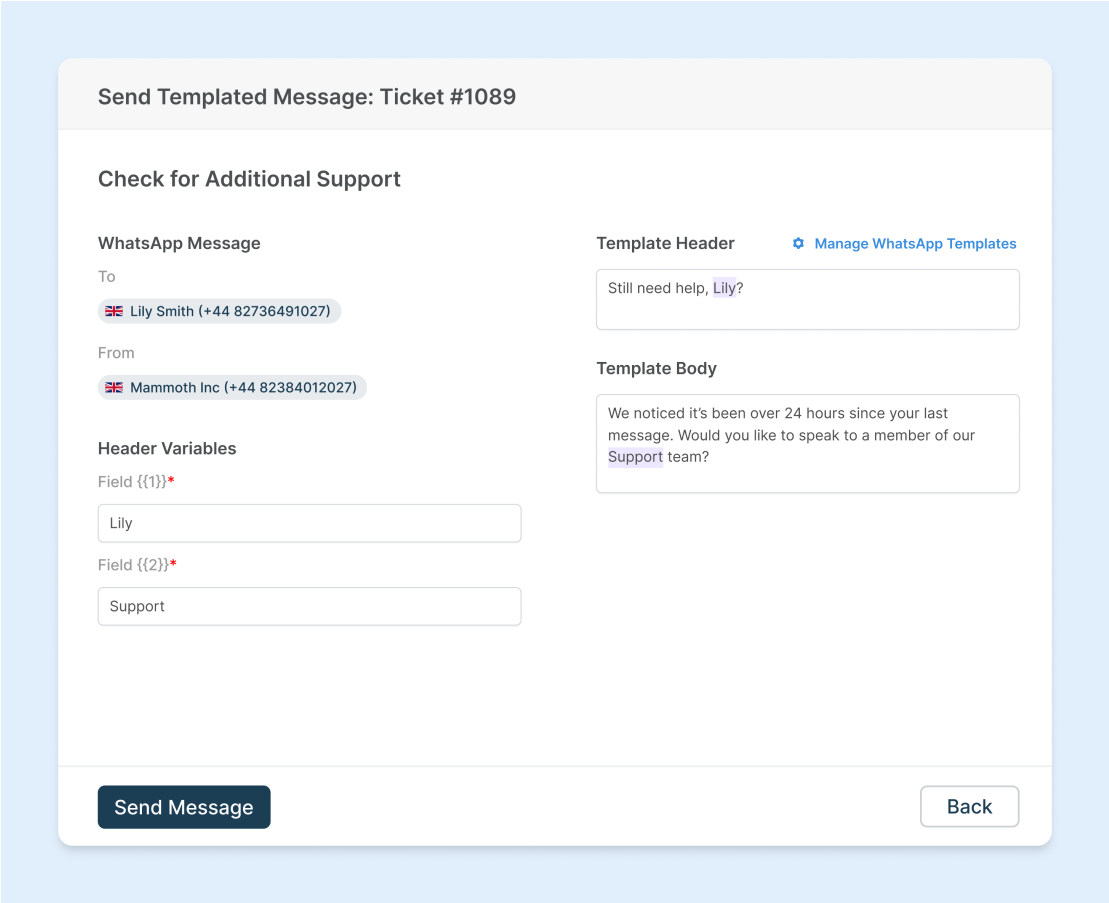
These exciting updates are packed with powerful tools that allow you to deliver exceptional customer experiences across all platforms. Our new Messenger widget offers a host of exciting features such as Card Mode to add a variety of content to your widget.

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 Admin Guide, if you are using Legacy Messenger, you can follow our setup guide to recreate your legacy chat settings in the new Messenger.

[] Enable More Custom WhatsApp Follow Ups with Templates

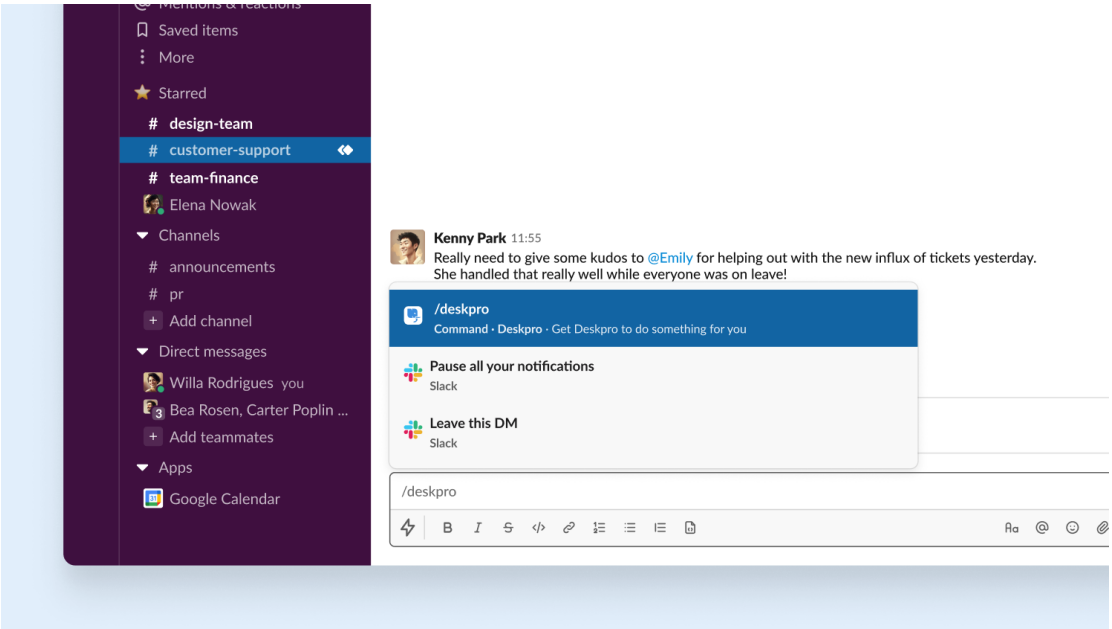
Create and send WhatsApp message templates that can be personalized using variables for more human follow-ups.



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

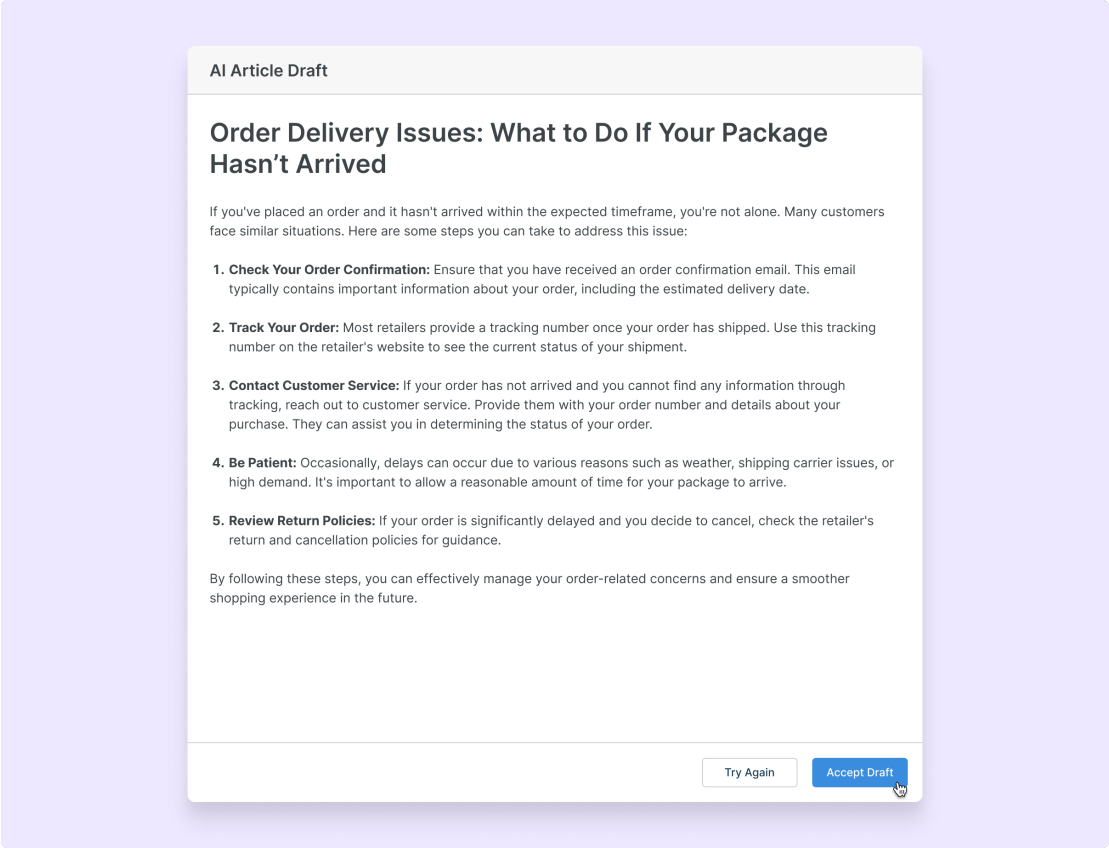
Enhance your team's efficiency by integrating your Slack workspace with your help desk. This powerful integration allows for seamless ticket creation and management directly from Slack with a simple `/deskpro` command.



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

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

guide (SC 152445).

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

 The **HTML failed to render** message will no longer display when empty emails are received (SC 156494).

We fixed the Automatic Deleted Tickets cleanup so tickets marked for deletion will be permanently deleted after the specified duration (SC 147439).

 The Escalation event "user has been waiting for" has been fixed to account for pending tickets (SC 153217).

 Agents can now edit Date and Date & Time fields on tickets (SC 157070).

 When grouping a Queue by Agent or Agent Team in the navigation, the Unassigned sub-queue will be displayed at the top of the list (SC 157540).

We have fixed Ticket Templates so if a template is configured with variables in the subject when the Templates is used the variables will be populated in emails sent to the user (SC 157386).

 Fixed an issue with updating a User's Organization role so Agents can set a User's role in their primary or secondary Organizations (SC 155848).

 Editing a message on a Ticket will no longer cause the message's attachments to be deleted (SC 157404).

 Tickets created by splitting messages off another ticket will now be evaluated and have appropriate SLAs applied automatically (SC 156947).

 We have restored the missing "Your ticket" phrase, it will now be visible when a user searches for their tickets on the Help Center (SC 103485).

 We have fixed ticket creation, so when an agent sets a User or Organization field in the new ticket form, the field will be updated on the User or Organization profile (SC 157390

 When an agent merges two tickets the last user, agent reply and resolved dates will be set correctly (SC 152442).

 Agents with required permissions will now be able to delete attachments on Help Center content (SC 158940).

On-Premise Controller Release 2.20.2

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

 Fixed issues related to deploying the Adminer plugin (SC 160802).