Deskpro Horizon Release 2022.43

2022-10-25 - Lara Proud - Comments (0) - Deskpro Releases

We're delighted to announce the release of Deskpro Horizon 2022.43 which includes several improvements to our interface and new features, and bug fixes that will improve your user experience.

New Features

 We have upgraded our Pipedrive and HubSpot apps to versions 1.0.1 and 1.0.3, respectively (SC 90898).

 We have improved the functionality of Global Search to improve the results that are returned (SC 81590 & 81597).

Latest Improvements

 We've added the ability to control if an agent has access to Billing and, if relevant, the On-Premise Controller product interfaces (SC 70468).

 We have improved the helpdesk's performance through several loading and optimization enhancements (SC 87618).

- We optimized the loading speed of the user profile on a ticket, it will now be pre-cached to ensure it loads instantly.

- We've improved tab closing time, in instances where 8+ tabs are open and/or there are many messages rendered on a ticket.

- We've enhanced the speed that ticket action updates display in the UI, now setting Agent, Team, Follower, or Status will update instantly.

- We have improved the loading speed of the ticket preview for the Global Search and Notifications apps.

- We have also improved the loading speed for messages in a ticket thread so you can easily scroll through the thread and messages will be fetched faster.

 We've improved how links are detected in ticket messages (SC 86748).

 We have updated the OAuth forms for different Email Accounts in the Admin interface to

make setup easier (SC 85601).

Bug Fixes

 We have fixed the issue where Knowledgebase and News templates would be inserted as an HTML block if they contained inline images (SC 87017).

 Fixed the issue where Agent IM messages were not loading correctly if you closed and reopened the app (SC 80146).

 We have restored the missing 'Test settings' button in the SAML user source and stopped the duplication of surnames (SC 81446).

 We have removed the unsupported criteria have been removed from new ticket triggers (SC 84509).

 We have restored the missing Norwegian flag for the language pack (SC 89408).

 We have fixed the issue where there was an error when saving brands for accounts with more than 10 brands (SC 85899).

 We have fixed the issue where Queues page in Admin wouldn't load if there was an empty Queue Set (SC 83179).

 We have fixed the issue where Live Chats were getting stuck in live status after the chat had ended (SC 89018).

 We have fixed an issue where Webhook Triggers couldn't be edited following migration (SC 88276).

 We fixed an issue for Firefox users where permission groups were being duplicated (SC 87097).

 We've fixed the issue that affected uploading inline images in follow-ups would remain in a loading state (SC 85413).

 We have fixed an issue where content was being turned into HTML blocks for Files and News Posts (SC 87608).

 We fixed a problem where Snippet usage was not being logged if the Snippet was used by a Macro (SC 55326).

 We have fixed the issue where you couldn't preview email templates (SC 85807).

 We have resolved issues where some Twitter Compliance logs couldn't be created (SC 90655).

 We have fixed an issue where disabled numbers were still displaying as a call from option on tickets (SC 86783).

 We have fixed an issue where dates were displaying incorrectly in the ticket form if there

was only one weekday enabled (SC 89003).

 We have fixed an issue where Billing charges were not being referenced correctly in the reporting interface (SC 89099).

 We have fixed the problem where image alignment was not being displayed correctly for Help Center content and Ticket replies (SC 90136).

 We fixed a bug where @ mention alerts were being sent again when a ticket was merged (SC 90814).

 We have fixed the issue where scroll bars were not displaying correctly for the Properties Pane (SC 88944).

 We have restored the missing Admin Queue Set and Messenger custom field drawers that were affected by the upgrade to React18 (SC 90999 & 91121).

 We fixed the bug where the Signature Box was not loading in ticket tabs, other than the first one opened (SC 91055).

On-Premise Controller Release 2.0.42
We are also pleased to announce the latest release of our On-Premise Controller which includes several improvements to its functionality and bug fixes.

Latest Improvements
 We have added an import option for SSH pull for V5 instances (SC 79070).

 Show interstitial pages to enable users to choose between test and production instance imports (SC 90339).

 Create a problem check to ensure S3 credentials have changed since import if S3 storage is in use (SC 90598).

Bug Fixes
 Do not auto-detect S3 credentials if importing a test instance (SC 91254).

 Fix the documentation link on the Support page (SC 90617).