

# CloudQAtest

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## TEST POST

First Category - (.) تعليقات - Agent007 RAW - 2022-10-26

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 added an Access & Permissions section to the Agent properties drawer which will ? let you view or define different levels of Admin permissions for the agent and added tooltips. These include Reports, Billing, and if applicable On-Premise Controller .(Administrator Access (SC 70468

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 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 ?

البطاقات

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