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Deskpro Performance on Low-Spec Devices

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If you're encountering slow performance issues with the Deskpro agent interface on some portable computers, it may be due to the interface's sophisticated and real-time features, which require a decent amount of processing power to run optimally.

While most modern computers with up-to-date specifications handle the interface smoothly, older machines or devices with less potent processors may experience a delay. This issue has been notably reported in certain budget laptops.

When planning to invest in new hardware for your agents, it's crucial to assess the performance of the Deskpro agent interface on the specific model you're interested in. Relying solely on hardware specifications can sometimes be misleading, as some laptop models employ CPU throttling strategies to mitigate heat production, which can significantly affect performance.

To ensure smooth and efficient operation, we recommend conducting performance tests on the exact model before making a purchase. This will give you a more accurate understanding of the interface's actual performance on the machine, and thus, its suitability for your needs.