

[?Using Deskpro](#) > [Which version of Deskpro am I using](#) < [قاعدة المعلومات](#)

?Which version of Deskpro am I using

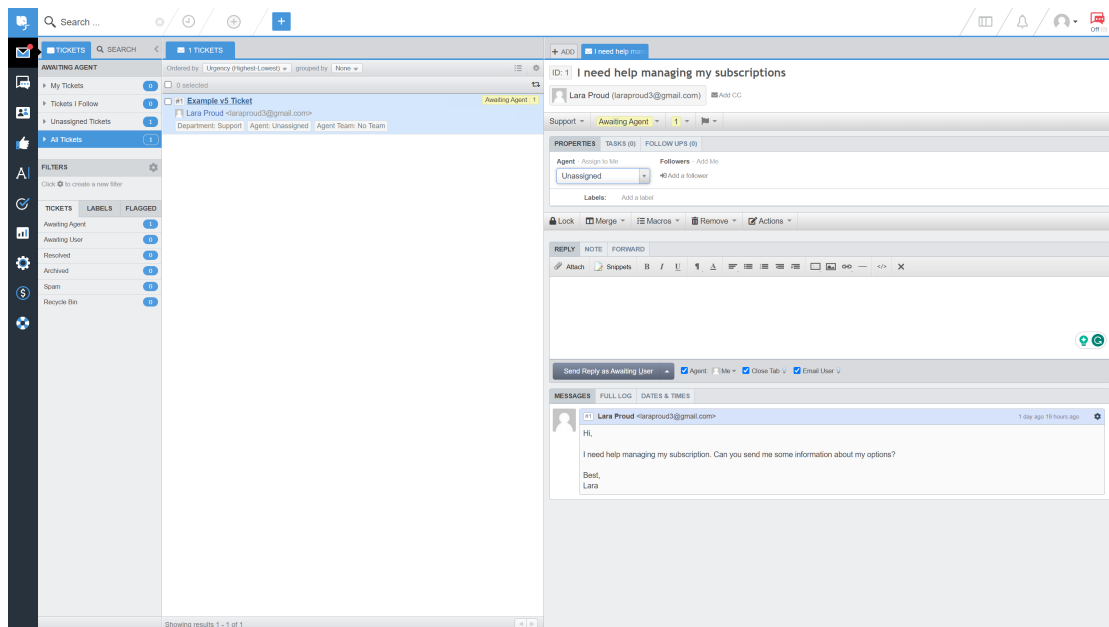
[Using Deskpro](#) - [تعليقات \(.\)](#) - Lewis Stonier - 2023-05-10

Please see the below screenshots of the Admin interfaces of the different versions of Deskpro. You can use these to identify which version of Deskpro you are currently using:

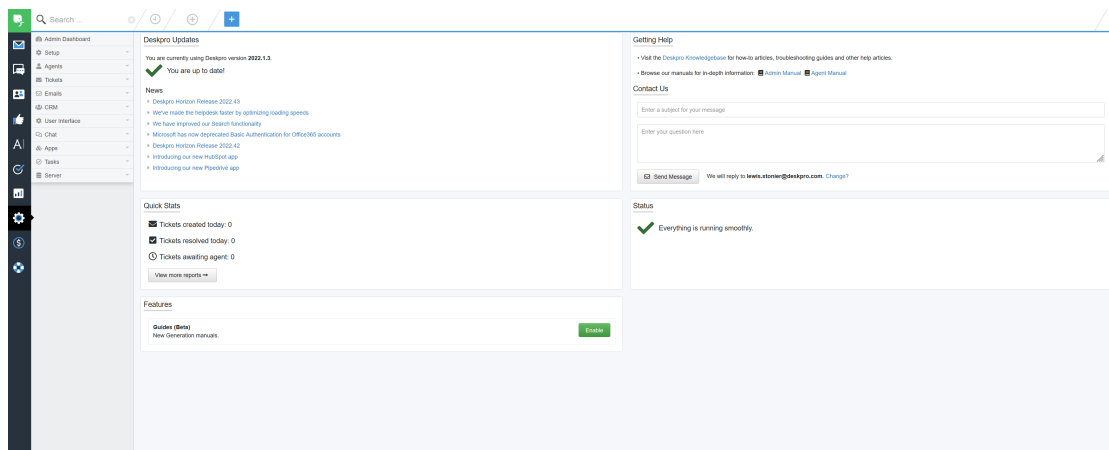
.If you are using a version of Deskpro older than Legacy, [contact support](#) for details on how to upgrade

(Deskpro Legacy (Version 5

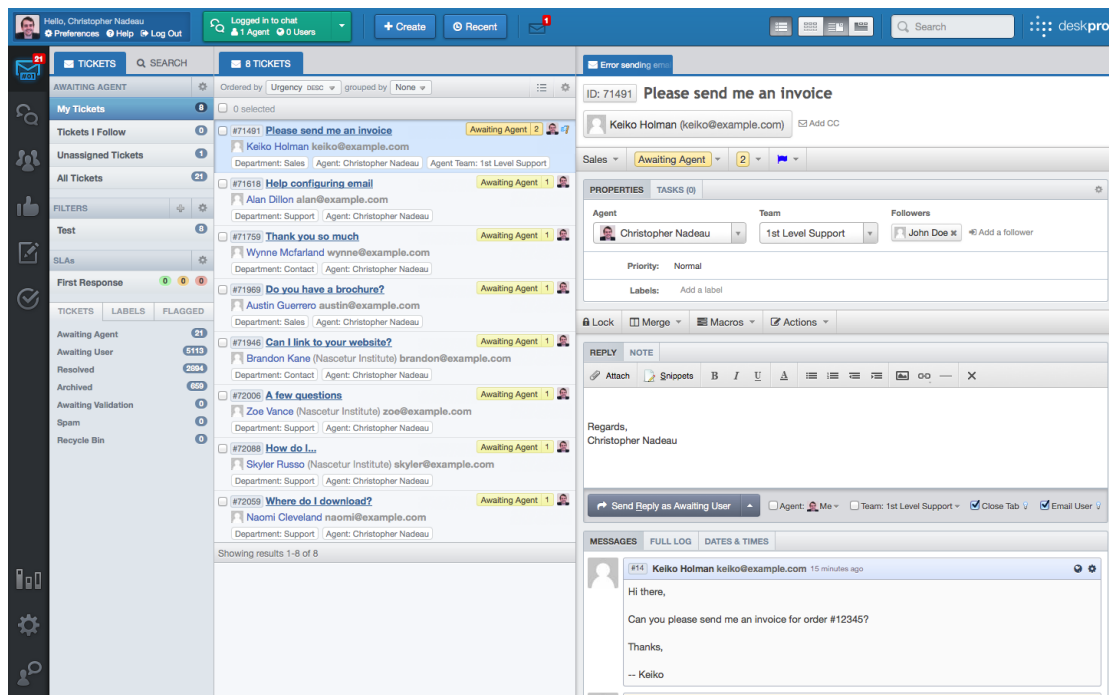
:Agent Interface



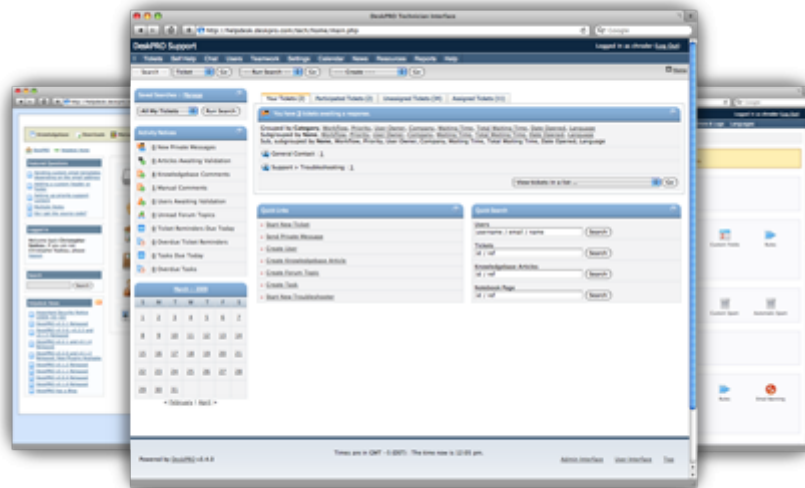
:Admin Interface



Deskpro Version 4



Deskpro Version 3



(Deskpro Horizon (Version 6

:Agent Interface

Tickets

Queues

MY INBOX

Mine 15

I'm Following 0

My Team's 24

My Labelled 3

Starred 2

My Open 28

INBOX

Unassigned 4

Awaiting Agent 27

SLA Failed 2

Labelled 6

Open Problem 3

All Open 28

Lists

Search

Problems (4)

My Stars

Labels

ID

Subject

Agent

User

Date Last Reply

42	Lara Proud <lara.proud@deskpro.com>	Lara Proud	Lara Proud <lara.proud@deskpro.com>	2 wks
37	User called in, says their order isn't going through on the website?	Lara Proud	Harry Moore <h.moore@example.com>	5 mos
32	New SMS from +447969236608	Lara Proud	Audrey Merivale <audrym84@example.com>	3 mos
27	Paul Davies <paul.davies@deskpro.com>	Lara Proud	Paul Davies <paul.davies@deskpro.com>	6 mos
25	Fwd: Need a new laptop	Lara Proud	Jason Patrick <jshonewend@tisc.com>	6 mos
24	Request for new Phone	Lara Proud	Hannah Scott <hannah.scott@deskpro.com>	3 mos
21	I'm having an issue with my boiler	Lara Proud	Dora Planter <dora.planter@example.com>	3 mos
20	Hannah Scott <hannah.scott@deskpro.com>	Lara Proud	Hannah Scott <hannah.scott@deskpro.com>	6 mos
16	Issue with boiler	Lara Proud	Hannah Scott <hannah.scott@deskpro.com>	3 mos
13	Password reset email not working	Lara Proud	Greg Davies <greg.davies@example.com>	3 mos
9	Will your new pricing impact our account?	Lara Proud	Sally Hill <s.hill@energyia.com>	3 mos
8	I want to create another account	Lara Proud	Kevin Smith <k.smith@221b.com>	3 mos
7	I've forgotten my password	Lara Proud	Shirley Walters <shirley.walters@221b.com>	3 mos
5	I've referred a customer	Lara Proud	Henry Bennett <henry.bennett@energyia.com>	3 mos
4	Change payment information	Lara Proud	Agatha Bardle <agathabardle@221b.com>	3 mos

Sort ID

Group

View

Lara Proud

Baker S...

Items per page: 50

1 - 15

of 15

:Admin Interface

OVERVIEW

Dashboard

CONFIGURATION

CHANNELS

AGENTS

HELP CENTER

TICKET STRUCTURE

FEATURES

BUSINESS RULES

CRM

APPS & INTEGRATIONS

DATA

Welcome to Deskpro

Visit the Deskpro Knowledgebase for how to articles, troubleshooting guides and other help articles.

Browse our manuals for in-depth information: Admin Manual Agent Manual

Ask a question

Welcome back, Lara Proud

You last logged in 1 minute ago from 217.138.85.210.

Billing

Good

Your billing settings are normal. Everything's good.

Quick stats

Awaiting Agent Tickets

27

Online Agents

1

New Tickets Today

0

New Chats Today

0

New Calls Today

0

Resolved Today

0

Satisfaction today

-

Reports

Agents

Bulk Add Agent

Agents (14)

Lara Proud

lara.proud@deskpro.com

Sherlock Holmes

sherlock.holmes@bakerstreet.com

Mycroft Holmes

mycroft.holmes@bakerstreet.com

Greg Lestrade

greg.lestrade@bakerstreet.com

Hannah Scott

hannah.scott@deskpro.com

James Moriarty

james.moriarty@bakerstreet.com

John Watson

j.watson@bakerstreet.com

Martha Hudson

martha.hudson@bakerstreet.com

Invite Agent

Full name:

Email:

Add Agent

Cancel

Bulk Add Agent

Bulk Add Agent

News

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