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Create a Multi-Brand Helpdesk with DeskPRO

Product - (٠) تعليقات - Lauren Cumming - 2016-07-06

We are excited to announce that you can now create a multi-brand helpdesk on DeskPRO. Multi-branded portals can be used to cater for the different organizations that you provide support to, different brands within your company or the different products and services that your organization offers. Each brand or product can have their own unique, branded portal !with tailored content which you can manage from one single helpdesk

This means unique knowledgebase articles, news posts, download files, chat widgets, contact forms and of course the ability to brand each portal with different logos, colours, fonts and layouts. Each brand will have its own subdomain so you can direct the right users .to the right content! For set-up information <u>click here</u>

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Customizing your multi-brand helpdesk portals

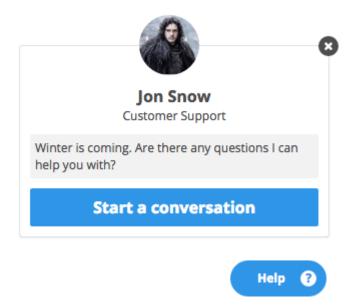
Our new portal editor allows you to personalize each of your portals by giving you control over the look and feel, so you can recreate the style of each of your brands. You can edit details such as logos, fonts, welcome messages, colours and positioning. Simply flick !between the different brands you have set up to customize each one

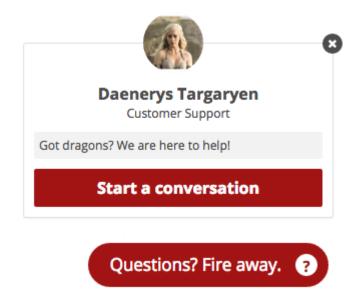
.More advanced editing is available using our template and CSS editor*

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Site Widget & Chat Ticket Form Widget	House Lannister of Casterly Rock is one of the Great Houses of Westercos, one of its richest and most powerful families and oldest dynasties. It is also the current royal house of the Seven Kingdoms following	Q Search	SEARCH OR CONTACTUS -
£a ₩	the extinction of House Baratheon of King's Landing.		
8 8	Clear Set & Preview	News Downloads Contact Us News & updates Browse our downloads We're here to help	
9	COLORS - Brand Primary Brand Success Brand Info Brand Varning	House Lansiter of Casterly Rock is one of the Great Houses of Westerno, one of its rich house of the Seven Kingdoms following the extinct	est and most powerful families and oldest dynasties. It is also the current royal

Live Chat Widget

Similarly, you can also create a tailored chat widget for each branded portal. This means customizing the colours, positioning, phrases used, as well as proactive chat settings. .Simply flick between your different brands to change the widgets accordingly





Contact Forms

Using DeskPRO's departments, you can create unique contact forms for each brand. Capture the information you need from each group of users and only show the departments .and fields that are most relevant to them

				Contact Us Please complete this form and one of our agents will reply to you by email as soon as possible.
5 Departments Support Seles	0 -	<mark> </mark>	□ Layout	Name* Envil Measurther Envil Measurther Envil Advisous > Department* Department*
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Knowledgebase articles, News & Downloads

Help your users have a more pesonalized experience, by creating custom content for each of your brands. The Publish app will now allow your agents to create knowledgebase articles and categories for each individual brand you set up. This will allow you to display only the most relevant content, and better organize your self-service content and documents for .your users

You can also create separate News posts and upload unique Download materials for each brand. This means your users will only be exposed to updates and content that is most .relevant and useful for them

House Lannister	Welcome back Your Granization Tickets (🚯 Welczere back 🛛 Your Account 🛛 Lagout 🛛 🏙 English =
Q Search.	SEARCH OR	Q. Burch ☐ Knowledgebare: ▲ News ▲ Freehack ④ Downlands Contact Un	SEARCH CR CONTACTUS -
Knowledgebase Feedback Contact Us Fortal - Knowledgebase		et Portal - News	R55Feed In Subscribe
Knowledgebase Our knowledgebase contains articles written by our support agents to help you.	☆ Handy Tips (3)	Ad General Brannibustit Mouse Targaryeen-Currently-Hiring by of NeiDer (% 2 Comments). In Comment Ware comment/membranelly for an ap of unify expanse plane constant neurIntent(thouse/Iragayee)	n for more information
Road to Westeros Family History Troubleshoot: Delivery Errors View 3 articles a	Castle Upkeep Brandishing a sword- how to Save costs using these insights!	Announcement: Battle results to by @ ZarkWills * 1 Comment in General	
* General (1)	★ FAQs (1)	The following day, Decremy and Tyrion discuss a plan to deal with the Slaver fleet currently besinging the pleads for diplomacy, begging her not to become like	city. Deenerys declares her plans to "return their cities to the dird" but Tyrion

.Please note, our Feedback feature is not yet available for Multi-Branded Portals*

Tickets

Group tickets by brand, create filters to track these tickets and search for any relevant tickets for any of your brands too! Each ticket will be linked to a brand which will automatically be populated when a ticket is submitted via your portal, agents can update .the brand when creating a new ticket, or a ticket is created by email

 My Tickets 	_
ivity florees	25
Default	24
House Targaryen	1
Tickets I Follow	39
FILTERS	¢
Awaiting User	197
House Lannister	3
House Targaryen	2
	House Targaryen Tickets I Follow FILTERS Awaiting User House Lannister

Triggers, Escalations, SLAs

To help you adjust your workflows and business processes to efficiently manage your multiple brands, you can create triggers, escalations and SLAs using brands as a form of criteria. Create automations for specific brands only, track brand specific SLAs easily and !create processes to automatically assign tickets the correct brand

3 Triggers	0 × 0	Title *				
5 Department Triggers 👻			This title will be used throughout the	e admin interface to refer to this		
Email Account Triggers 👻		Event	When a new ticket is created			
Send agent notifications			🗸 By a user	By an agent		
			🗸 via the web 🔅	via the agent inter		
Send auto-reply confirmation to user			🗸 via email	🗹 via email		
Send user new ticket by agent			🗸 via the API	via the API		
				via the mobile app		
+ Add		Criteria				
		The criteria section	tion is a list of terms that must match before the actions are applied to the ticket.			
		when T	The following conditions are met: n is v Company A v			
		Organization				
		Criteria				
		or T	The following conditions are met:			
		Criteria				
		Actions				
		Actions				
		These actions will a	apply when all of the criteria pass. The following actions will run:			
		then T				
		Set Brand	Default v			
		C Action	Default			
			House Targaryen			
			House Lannister			
				Save		

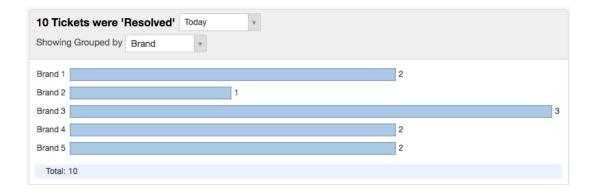
Snippets

You can now insert "brand" as a variable when creating snippets, helping your agents to .manage multiple brands productively and efficiently

Add Snippet				
Category: Brands O Language: English	Draft			
Brands, brands, brands				
	> X			
Hi there,				
Thank you for contacting the {{ ticket.brand.name }} helpdesk				
🛿 Shortcut Code: 🛠 Enter a shortcut %	Brand Insert Variable Learn more about variables			
Save				

Reporting

Capture data on your key metrics and indicators in relation to each of your brands. Use DeskPRO's reports dashboard and builder to view and export data on brand related queries .to determine trends and for any analysis



Questions and Answers

?Can I restrict agents to specific brands

Yes you sure can! Let your expert agents manage the brands they know best, by creating permission groups that link to the right department and brand! Allow your agents access to .as many brands as needed

?How do I set up unique contact forms for each of my brands

Brands are linked to departments so you can set up a contact form for each department, and attach the relevant brands! This means you can display brand specific forms by !creating unique departments, or display generic support forms to all brands