



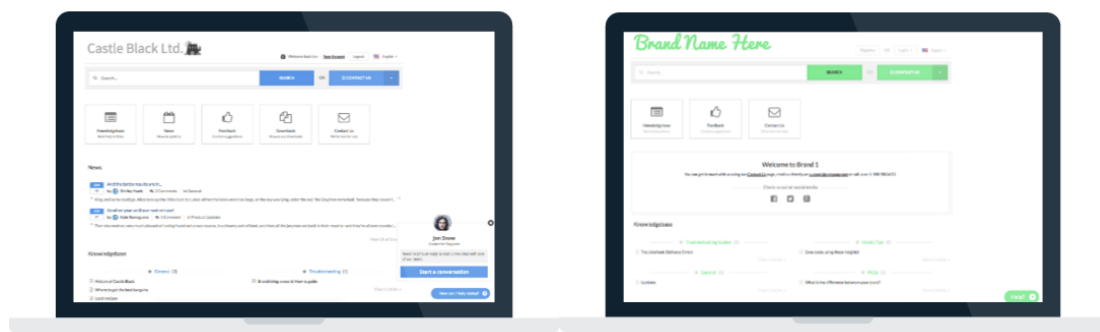
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## Create a Multi-Brand Helpdesk with DeskPRO

[Product](#) - [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!

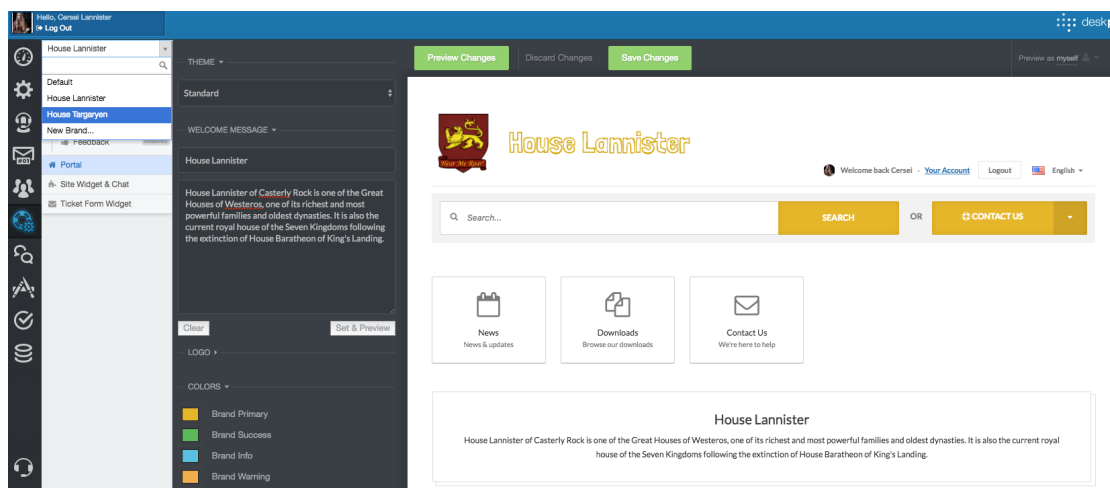
This means unique knowledgebase articles, news posts, download files, chat widgets, contact forms and of course the ability to brand each portal with different logos, colours, fonts and layouts. Each brand will have its own subdomain so you can direct the right users to the right content! For set-up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



### 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!

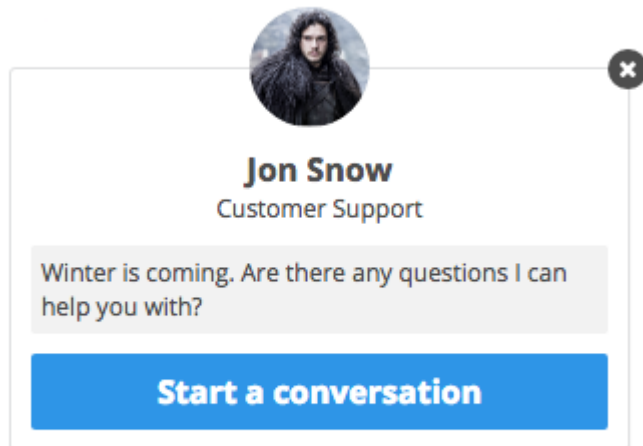
.More advanced editing is available using our template and CSS editor\*



### Live Chat Widget

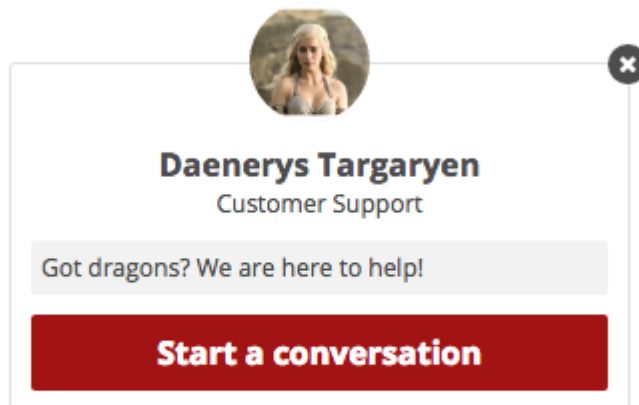
Similarly, you can also create a tailored chat widget for each branded portal. This means customizing the colours, positioning, phrases used, as well as proactive chat settings. Simply flick between your different brands

.to change the widgets accordingly



A circular profile picture of Jon Snow is at the top left. To its right is a close button (X). Below the picture, the name "Jon Snow" is displayed in bold, followed by "Customer Support". A light gray message box contains the text "Winter is coming. Are there any questions I can help you with?". At the bottom is a blue button with the text "Start a conversation".

Help ?



A circular profile picture of Daenerys Targaryen is at the top left. To its right is a close button (X). Below the picture, the name "Daenerys Targaryen" is displayed in bold, followed by "Customer Support". A light gray message box contains the text "Got dragons? We are here to help!". At the bottom is a dark red button with the text "Start a conversation".

Questions? Fire away. ?

### 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

5 Departments

- Support
- Sales
- Widgets
- Regulation and Control of Magical Creatures
- Regulation
- Control
- Hotdogs
- + New Department

Properties | Permissions | Layout | Website Embed

Title \*  
Sales  
This is the title as it will appear throughout the agent's profile.

Show a different title to end-users

Brands  
 House Lannister  
 House Targaryen  
 Default

Department Avatar  
 Enable department avatar

Parent  
No Parent  
By setting a parent department, this department becomes a sub-department, which is useful for organizing department structures that are easier to use.

New Ticket Trigger  
When a new ticket is submitted through this department.

Contact Us

Please complete this form and one of our agents will reply to you by email as soon as possible.

Name \*  
Daenerys Targaryen

Email \*  
[Redacted]

Department \*  
Sales

To which kingdom do you belong?  
Iron Throne of Westeros

How many dragons do you have?  
1-5

Subject \*  
Inquiry

Message \*  
Hi there,

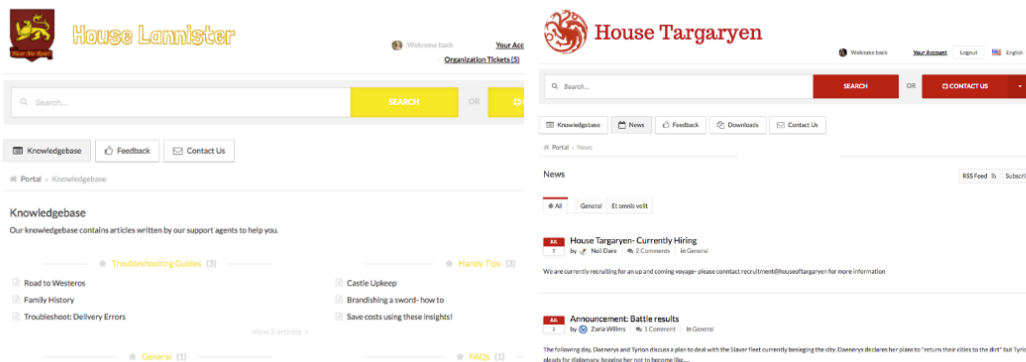
Drag a file in here or Choose a file

Submit Reset

## Knowledgebase articles, News & Downloads

Help your users have a more personalized 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.

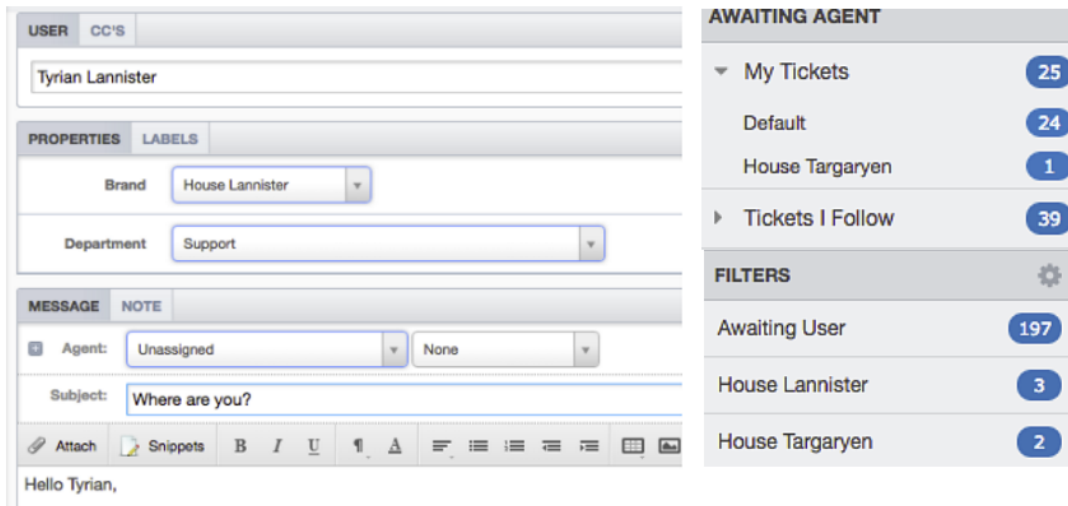
You can also create separate News posts and upload unique Download materials for each brand. This means your users will only be exposed to updates and content that is most relevant and useful for them.



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

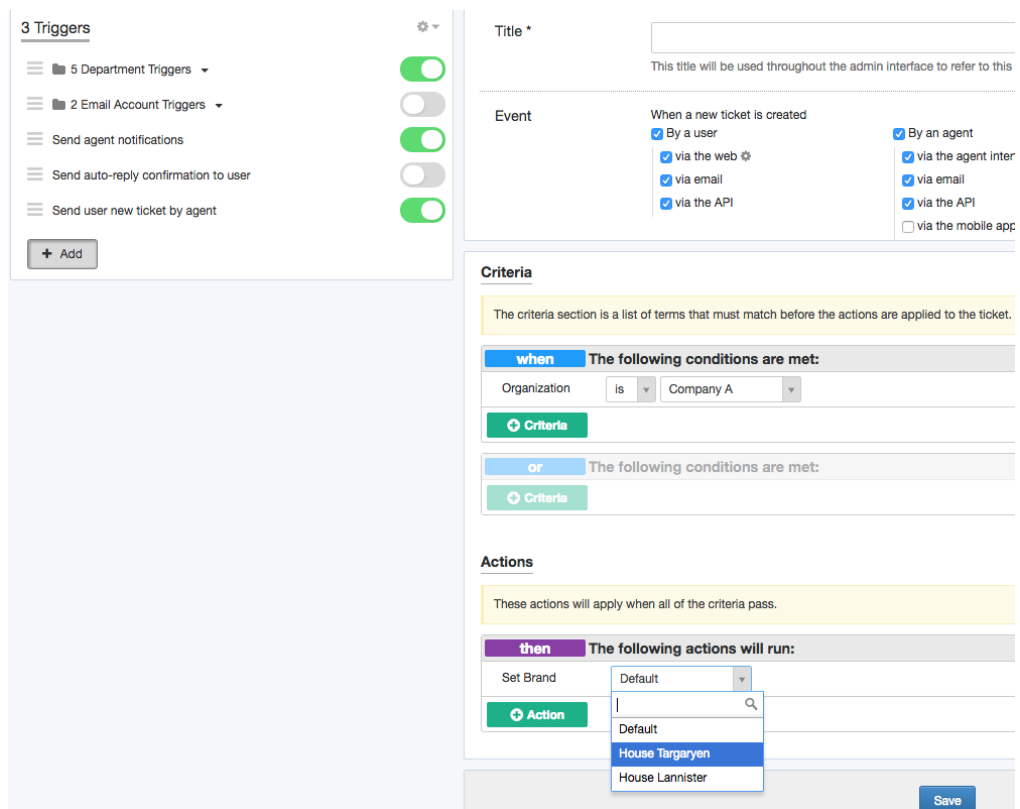
## Tickets

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.



## 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



## 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:  Language:   Draft

Brands, brands, brands

**B I U**

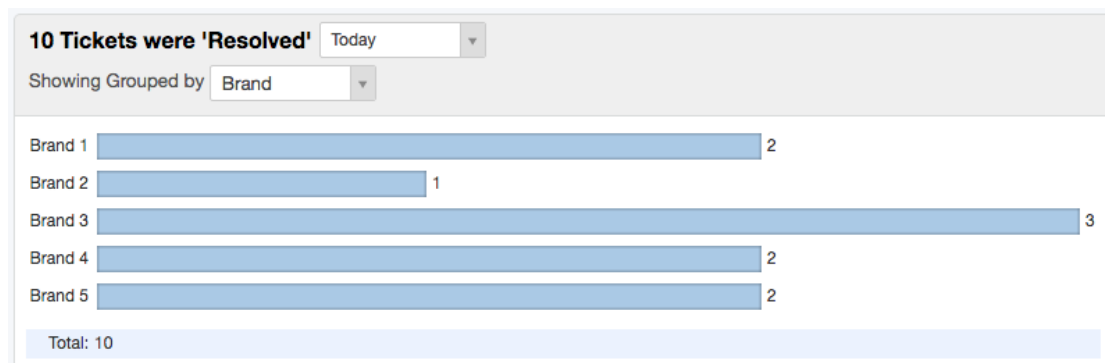
Hi there,

Thank you for contacting the {{ ticket.brand.name }} helpdesk

Shortcut Code:    [Learn more about variables](#)

## 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