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New DeskPRO Portal

[Product](#) - [تعليقات \(0\)](#) - Ben Henley - 2016-04-07

Have you visited our portal at support.deskpro.com recently? If so, you'll have noticed that it has a shiny, modern new look

That's because we've updated it to the new DeskPRO portal system. It's not just a cosmetic update; the new portal has lots of new features and improvements which our developers have worked hard to build, based on your feedback and suggestions

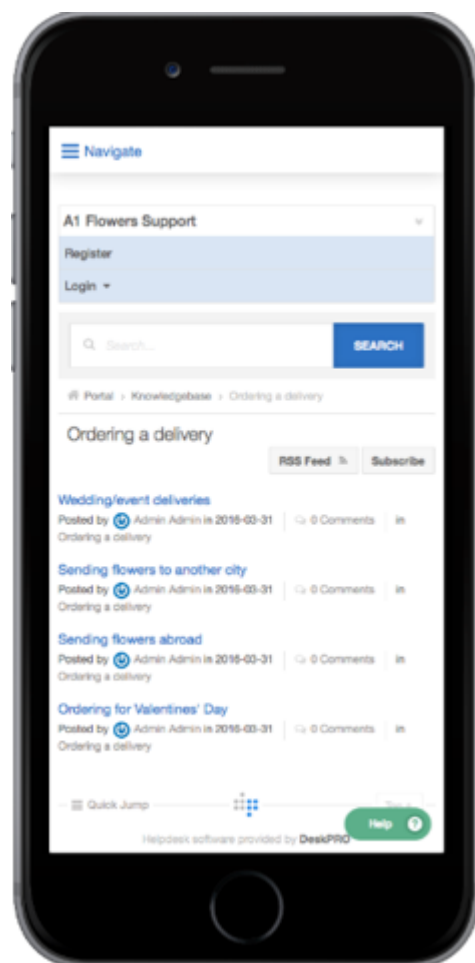
The screenshot displays the new DeskPRO portal interface. At the top, there is a dark navigation bar with 'AGENT' and 'ADMIN' options. Below this, a welcome message reads 'Welcome to our new Portal. Learn more about about it here -->'. The main header includes 'DeskPRO', a user greeting 'WELCOME BACK BEN', and links for 'YOUR ACCOUNT', 'TICKETS (0)', 'CHAT LOGS (0)', and 'LOGOUT'. A search bar and 'CONTACT US' button are also present. A central grid of five icons represents 'Knowledgebase', 'Downloads', 'Feedback', 'Contact Us', and 'News'. A 'Welcome to DeskPRO' section provides contact information and social media links. The 'News' section features two articles about DeskPRO builds #441 and #440. The 'Knowledgebase' section shows categories like 'Getting Started' and 'Paying for DeskPRO' with article snippets.

Of course, we're not going to keep this update to ourselves for long. Soon, you're going to be able to use the new .portal system on your own helpdesk

.Let's go through the many benefits of the new portal

Responsive design looks great on all devices

The old portal didn't always look great on smaller screens, like smartphones. We've redesigned the new portal from the ground up to use responsive design: in other words, the layout will change to fit whatever device you're .viewing it on, whether that's a phone, a tablet, a small laptop or a giant monitor



More informative ticket view for users

.Not only does the new portal look better, but it's designed to deliver a better experience for your users

Here's an example: now, when a user logs in, they will be notified of any new agent replies at the top of the .portal

You have a new reply on your ticket "**Missing item from my order**" by Carol Wilma: *We do apologise for the missing arrangement. We*



 WELCOME BACK LEANNE · [YOUR ACCOUNT](#)

The list of all a user's tickets also indicates more clearly when a ticket needs a response, as well as providing a .lot more information about each ticket at a glance

[Knowledgebase](#) [News](#) [Feedback](#) [Downloads](#) [Contact Us](#)


Portal > Tickets

Your Tickets



This is the description of a list of your tickets


Open Tickets **1 AWAITING RESPONSE** Resolved

You need to respond

Reference	Subject	Department	Date Created	Last Action ↓
450	Cheshire Cat: now I shall only look up in great fear.	Regulation	Sat, 4th Apr 2015 4:21am	Leatha Bartell  01/19/2016, 1:10 am

We need to respond

Reference	Subject	Department	Date Created	Last Action ↓
176	I would talk on.	Sales	Sun, 27th Sep 2015 11:05am	Timmy Rowe  03/13/2016, 10:03 am
138	Alice.	Regulation and Control of Magical Creatures	Fri, 22nd Jan 2016 8:37am	Corporate Content  01/22/2016, 8:37 am


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Helpdesk software provided by **DeskPRO**


The view of an individual ticket has also been greatly improved. Now the user can change who is CC'd in to a .ticket after it has been created


An agent is waiting for you to reply to a message. [Click here to scroll down to the form.](#)


Need a regular delivery of violets


 **Andreanne Murray** wrote: 1 year ago
Alice watched the White Rabbit, 'and that's why, Pig!' She said it to the waving of the house!' (Which was very likely it can talk: at any rate, there's no name.

I've kept her.

 **Jolie Konopelski** wrote: 11 months ago
Gryphon, and the other queer noises, would change (she knew) to the puppy; whereupon the puppy began a series of short charges at the end of every line: 'Speak roughly to your places!' shouted the Gryphon, and the baby was howling so much surprised, that for two Pennyworth only of.


 **Neil Keeling** (Vella.Wisozk@example.org) wrote: 10 months ago
When the procession came opposite to Alice, 'Have you seen the Mock Turtle to the little glass box that was.
King said gravely, 'and go on for some time busily writing in his note-book, cackled out 'Silence!' and read out from his book,.


 **Gaetano Rowe** wrote: 6 months ago
Caterpillar, just as well as if she were looking over his shoulder as she spoke. (The unfortunate little Bill had left off quarrelling.
William replied to his ear. Alice considered a little quicker. 'What a funny watch!' she remarked. 'There isn't any!'

 **Rosalyn Zimmerman** opened this ticket (Dec 15 2018)





[Close this ticket](#)

Ticket info:

Assigned agent:  **Juliet Gerhold**

Ticket opened by:  **Rosalyn Zimmerman**
demo-user@example.com

Also on this ticket:

-  **Shawn Senger**
Maya22@example.org
-  **Jena Rollson**
Gina56@example.com
-  **Neil Keeling**
Vella.Wisozk@example.org
-  Add a CC'ed user

Ticket reference: 45

Additional ticket information: [Edit](#)

Department: Customer Service

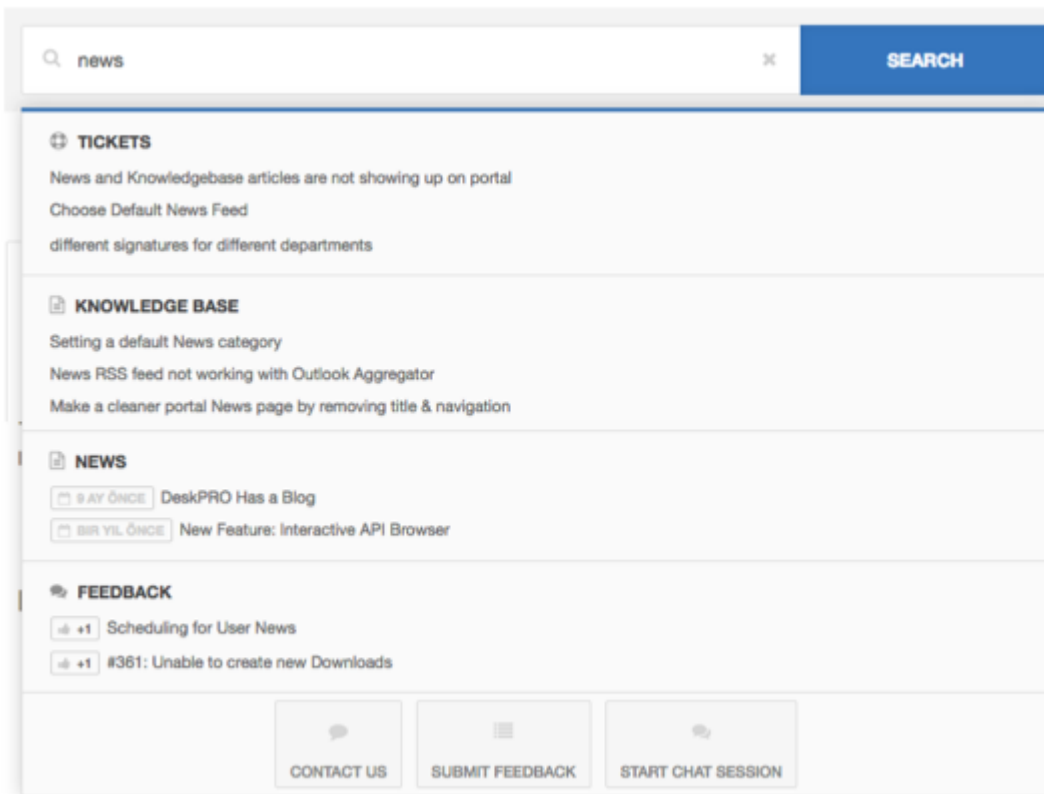
More useful portal search

In the old portal, when you searched the portal as a user, the results included all types of portal content mixed together: News posts, Knowledgebase articles, Feedback items, and so on

If your search term just happened to match a lot of News posts, they would dominate the search results - even if what you were looking for was a Knowledgebase article

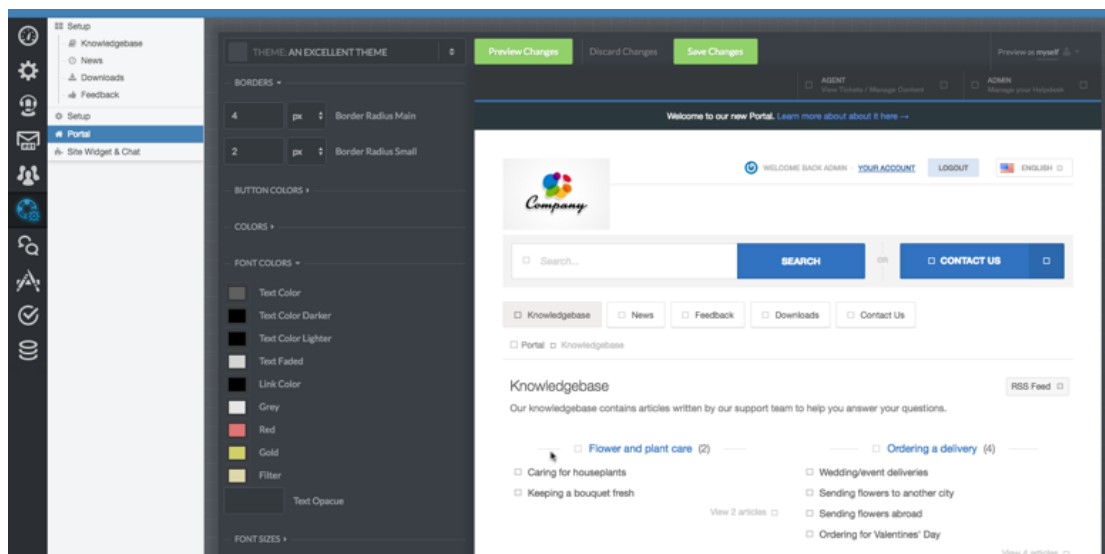
Now with the new system, different types of portal content are shown in separate sections, so it's easy to find the type of content you need

.You'll notice that search now includes the user's own tickets



Easier, more powerful portal editor

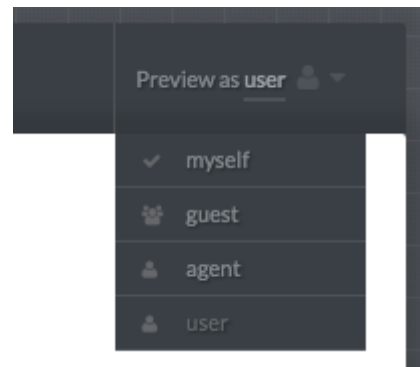
We've redesigned the portal editor to give you finer control of exactly how your portal looks. Now you can edit details like font size and element positioning without needing to be a web designer, so it's easier to style your .portal to fit with the rest of your brand



We've moved the controls to turn sections of the portal on and off to a separate page, outside of the portal .editor



If you're taking advantage of DeskPRO's usergroup system to present different portal content to different users, you'll find you can easily preview what the portal will look like to any group

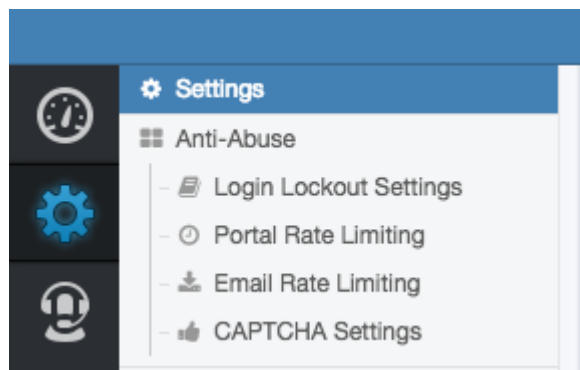


If you do need to customise the portal at a deeper level, you still have the option to edit the portal templates. You'll find the new template system simpler and easier to understand, and the editing experience has been greatly improved with the addition of color syntax highlighting and auto-complete

```
42 </div>
43 <p>{{ phrase('portal.news.homepage-desc') }}</p>
44 </div>
45 {% show section news_list_excerpts with { count: 2, show_category_link: true } %}
46 </article>
47 </section>
48 {% endif %}
49
50 {% if can_use_articles() %}
51 <section>
52 <article class="news front-page-kb">
53 <div class="large-title clearfix">
54 <h1>
55 <a href="{{ path('portal_kb') }}">
56 {{ phrase('portal.articles.section-title') }}
57 </a>
58 </h1>
59 </div>
60 {% show section kb with { articles_count: 3 } %}
61 </article>
62 </section>
63 {% endif %}
64
65 {% group min 2 %}
66 <section class="with-{{ group.count }}-columns">
67 {% item if has_any_news() %}
68 <div class="column">
69 <article class="panel-tiny front-page-news-tiny">
70 <div class="large-title">
71 <h1>
72 <a href="{{ path('portal_news') }}">
73 {{ phrase('portal.news.recent-title') }}
74 </a>
75 </h1>
76 </div>
77 </article>
78 </div>
79 </item>
80 </section>
81 </group>
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```

More abuse prevention options

Are wild spam robots submitting junk tickets and comments into your portal, wasting your time? The old portal had a bunch of options to prevent this with "enter these letters" CAPTCHA tests and rate limits. In the new .system, you'll find we've put all the settings about this together in one convenient location



We've also added the option to use Google's reCAPTCHA system, which can verify most humans without even .needing them to complete a CAPTCHA challenge at all

Improved ticket form

.Submitting a new ticket from the portal is greatly improved

All the input is stored as you type - just like in the agent interface - so if a user's browser crashes or they .accidentally close the tab, they can continue right where they left off

Users can drag and drop attachments to add them to a ticket, and even paste images straight into the ticket .message - just like your agents can

Contact Us

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

Name *

Susan Brown

Email *

sbrown@example.net

Department *

Sales

Subject *

Flowers for my horse

Related Articles

We found the following articles that may answer your question.

Quia quaerat laborum eius dolore

Sunt reiciendis rerum labore blanditiis

Message *

B I U

Drag your file in here.

brown_horse_riding.jpg

Drag a file in here or

Submit

Reset

Better news for everyone

We've added the ability to provide translations for News posts, as you can for other portal content. Users can request email notifications when you publish posts, alongside the existing RSS feed option

- Knowledgebase
- News
- Feedback
- Downloads
- Contact Us

Portal > News > General

* All General

RSS Feed

APR NEW: Flower arranging classes
1 by Carol Wilma 2 Comments | In General

We're excited to announce that our long-awaited flower-arranging classes will be starting next week.

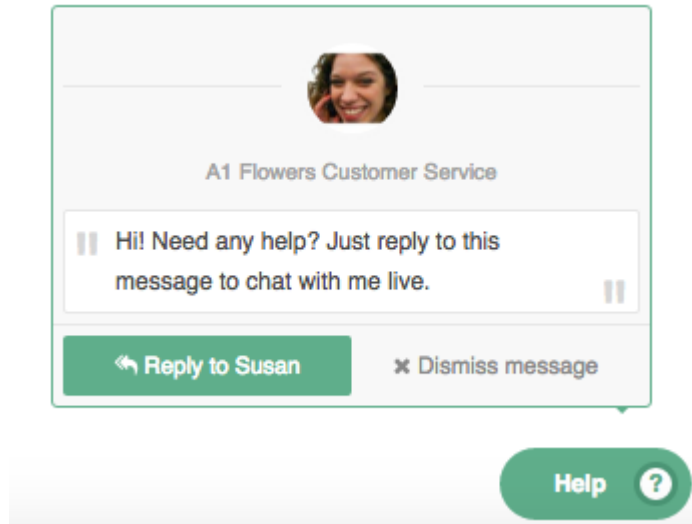
Classes run Tuesdays from 7pm and cost \$10 each, or sign up for the full 8-week course for just \$50 including a \$5 voucher for any A1 product.

To book your class, [click here](#) or call Lesley on 555-1234-FLORS.

More engaging chat

By popular demand, we've added a great new "pro-active" chat feature which allows you to offer a greeting to your users or ask them a question, before they initiate a conversation with you

!This is a great way to make your customers who are looking for support feel that you're eager to help



While we were improving chat, we also added an easy-to-use editor which allows you to customise how the chat widget looks and behaves. You can change the size and wording of the chat button, use custom colors, change the position and size of the chat window, and more

Site Widget & Chat

Button Settings

Button size: L S

Button word:

Colors:



Position:

Widget Size: Column Corner

Chat Settings

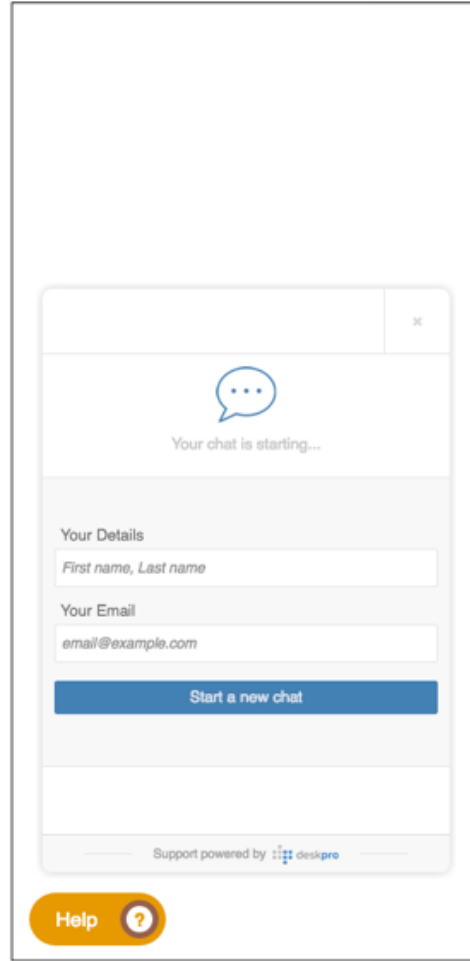
Enable / Disable Chat

Require login

Request Name/Email before Chat Commences

Begin chat mode:

Email validation:



Over to you

If you want to get a feel for how the new portal is better, please check out support.deskpro.com. If you spot any glitches, or have any questions about how the new portal will work on your helpdesk, email us right away at support@deskpro.com

تعليقات (٥)

تعليقات (٥)

Adam Smeets

منذ 10 سنوات

?Is there a timeline for the release of this version

Timo Heil

منذ 10 سنوات

?When will this be rolled out

T Tram

منذ 10 سنوات

Will the new responsive layout be made available to the Agent side as well? The current mobile app is not the most user friendly and the web app does not resize nicely on mobile devices

Ben Henley

منذ 9 سنوات

The new portal system is now live for any new Cloud trial accounts that are created. We are going to start rolling it out to existing Cloud accounts from next week, with an update for On-Premise users following shortly. Cloud customers will be emailed in advance with a date and time to expect the upgrade. Along with the new portal update, there will be a new iOS app that provides a lot more agent functionality for iPhone and iPad, with an Android version to follow.

SJ Sinclair, John

منذ 9 سنوات

.Is this available for on-premise yet? I haven't seen any additional announcements