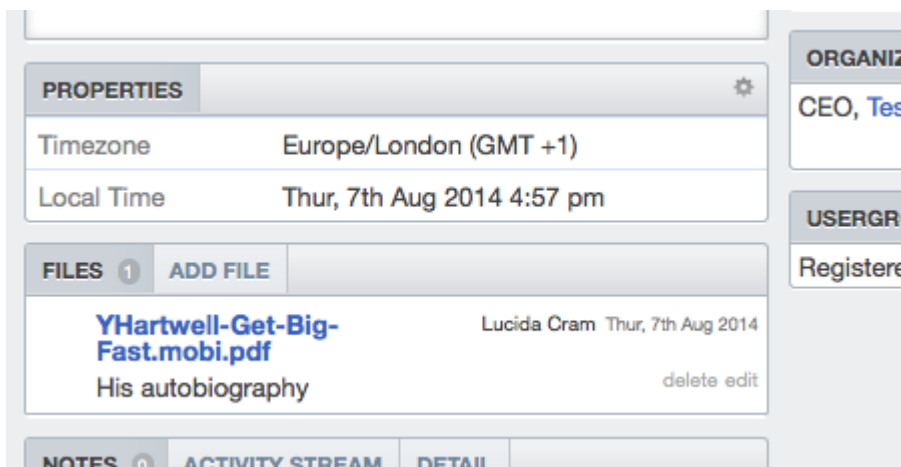


(New Feature: Keep Files On Your Users (Literally

Product - (.) تعليقات - Ben Henley - 2016-04-12

It's important to know about your users. DeskPRO already enables you to keep detailed profiles for users and organizations, with notes, contact information, and easy access to .past tickets and activity history


We've added the ability to store files right on CRM records, for quick reference by your agents. It might be the custom software driver you made for a user, a VIP client's biography, a company operating manual, a set of invoices... anything that will improve your .service


















The screenshot shows a user profile interface in DeskPRO. It features a 'PROPERTIES' section with 'Timezone' set to 'Europe/London (GMT +1)' and 'Local Time' as 'Thur, 7th Aug 2014 4:57 pm'. Below this is a new 'FILES' section with an 'ADD FILE' button. A file named 'YHartwell-Get-Big-Fast.mobi.pdf' is listed, with the subtitle 'His autobiography' and the uploader 'Lucida Cram' on 'Thur, 7th Aug 2014'. 'delete' and 'edit' options are visible for the file. To the right, there are partial views of 'ORGANIZ' and 'USERGR' sections.

When your DeskPRO helpdesk is upgraded to the latest version, you'll see a .new **Files** section in user and organization profiles

MEMBERS 5 TICKETS 1

Add a person to this organization 

 Saifa Auron	No position set	 
 Dan Browdown	No position set	 
 Yossarian Glix	No position set	 
 Yolo Hartwell	CEO	 
 Quentin Small	Tester	 

FILES 1 ADD FILE

[Company-Prospectus.pdf](#) Sam Bibro · Thur, 7th Aug 2014
Good info here delete edit