How can I change the new chat notification sound?

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Question:

The 'ringing phone' notification sound is not distinctive enough. Can I use a custom chat sound?

Answer:

The sound files used to generate this sound are in the /web/sounds folder in your Deskpro On-Premise installation. You can replace them to customize the sound to your requirements: you will need to replace the "new-chat" MP3, OGG and WAV files (there are multiple file types to support different browsers: save the same sound in each format).

If you run the automatic upgrade process, the custom files will be overwritten with the default files. In order to stop this, you can tell the upgrader to ignore those files.

There is no way to customize the sounds yourself on Deskpro Cloud. Please contact support@deskpro.com if you want to do this.