

## Overview of Deskpro Horizon

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### **Introducing Deskpro Horizon**

The team at Deskpro has been working hard on a new and improved design and experience for the Agent Interface of your Deskpro helpdesk.

Although the design has changed, we have worked hard to ensure the features and functionality you are familiar with, remain. It may take a few moments to get familiar with some changes to where things are (and to let you adjust your muscle memory) - this video is designed to walk you through the changes so you know what is coming.