

Improved Documentation System

2015-03-06 - Ben Henley - Коментари (0) - Product

We want to make sure that you can get the best out of DeskPRO, so we've improved the way we publish our manuals and other guides.

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DeskPRO Manuals & Guides



The image displays four distinct documentation landing pages for DeskPRO, each featuring a screenshot of the software interface at the top and a white content box below. The content boxes are designed for different user roles:

- I'm an Agent:** Promotes the 'Agent QuickStart Guide' as a PDF guide for new agents, with a 'View Online' button and a 'Download PDF' link.
- I'm an Admin:** Promotes the 'Admin Manual' for setting up and administering the helpdesk, with a 'View Online' button and a 'Download PDF' link.
- I want to make Reports:** Promotes guides for generating reports, with a 'View Online' button and a 'Download PDF' link.
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Of course, we'll still be updating our [Knowledgebase](#) with useful articles that fall outside the scope of the manuals, like FAQs, troubleshooting help, and configuration examples.

Where did the Install Manual, Importer Manual and Update Manual go?

We've moved the content of those manuals into the Admin manual.

Where did the PDFs go?

We used to host the old PDF manuals on the Download section of our portal. Now they'll be available on manuals.deskpro.com.

I've found a mistake, formatting error or something missing!

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