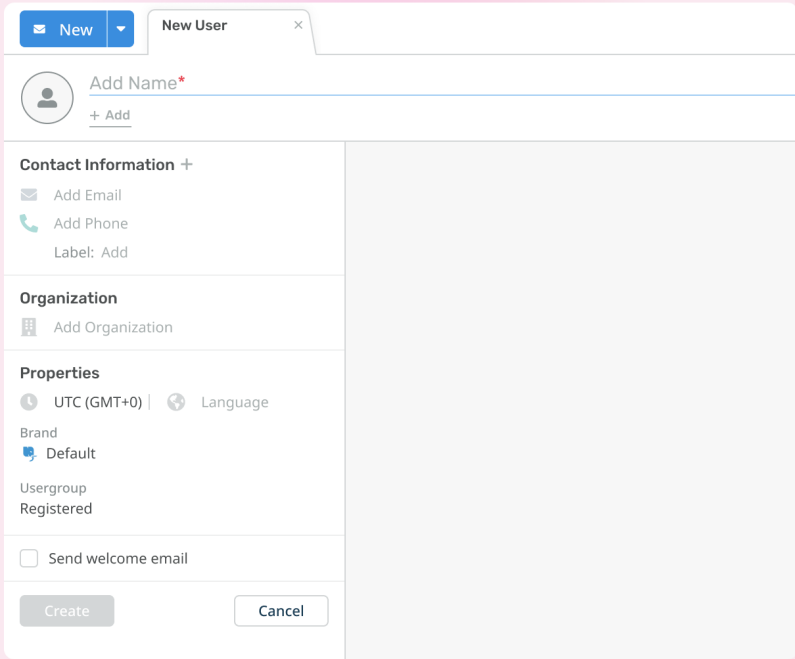


We have simplified creating user profiles

2023-05-15 - Lara Proud - Comments (0) - Product (Agent)

We have made it easier to create a new User profile via the **+ New** button by removing the required contact information fields.

By removing these fields, we have enabled you to create Users with no specific contact details, so you can add as much or as little information as needed to their profile.



The screenshot shows the 'New User' form in Deskpro. The form is titled 'New User' and has a 'New' button in the top left corner. The form is divided into several sections: 'Add Name' (with a red asterisk indicating it is required), 'Contact Information' (with fields for 'Add Email', 'Add Phone', and 'Label: Add'), 'Organization' (with a field for 'Add Organization'), 'Properties' (with fields for 'UTC (GMT+0)', 'Language', 'Brand' (set to 'Default'), 'Usergroup' (set to 'Registered'), and a checkbox for 'Send welcome email'). At the bottom of the form are 'Create' and 'Cancel' buttons. The form is set against a light pink background.

The purpose of this is to make it more convenient to quickly create a User in the helpdesk, even if you aren't currently aware of all their information. Which enables you to update their profile later or fill in additional details about them as it becomes available.