I'm having trouble with poor performance or a slow agent interface on some computers

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Question:

I have found that the agent interface is very slow on some computers, but not others. What can I do about this?

Answer:

If the agent interface is running slow and you have ruled out a problem with the Deskpro server (that is, it is only slow on some computers but not others), here are some steps to take:

1. Switch to Google Chrome if you are not already using it.

2. Check that the computer is not using an energy-saving setting that slows down the processor. Some laptops are known to ship with this enabled even when they are plugged in to the mains. As a rule of thumb, if the processor is running at less than 1GHz, there's a risk of poor interface performance.

3. Old and low-end devices may not be able to run Deskpro's advanced interface well. This includes budget laptops, "thin client" machines and lower-end Microsoft Surface devices.