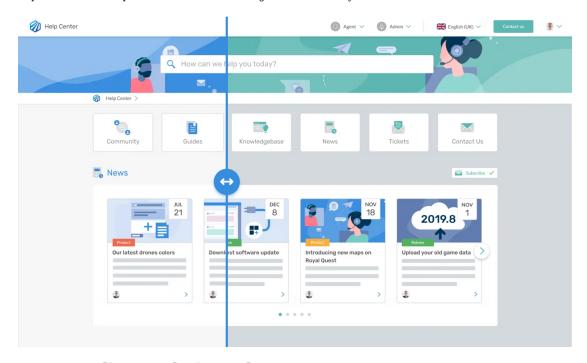


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Managing Multiple Brands in Deskpro

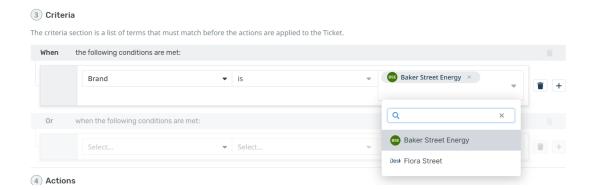
Eloise Rea - 2025-03-13 - Kommentarer (0) - General

Deskpro makes it easy to provide seamless support under one platform. Your team can efficiently handle requests across multiple brands while maintaining a distinct identity for each.



How Branding Works in Deskpro

- $\bullet\,$ Help Center: Each brand has its own design, logo, and unique content.
- Messenger: Tailor your chat widget to match each brand's style and tone.
- **Automations:** Set up triggers and workflows specific to each brand for a more personalized support experience.



Benefits of Multi-Brand Support

- Enhanced Customer Experience: Offer tailored support that aligns with each brand's identity.
- Operational Efficiency: Manage multiple brands without adding complexity to workflows.
- Consistent Branding: Ensure all customer interactions maintain brand integrity.

Setting Up a New Brand

- 1. Navigate to Admin Settings: Go to Admin > Configuration > Branding
- Create a New Brand: Enter the brand name, URL, and relevant details. For a custom domain you will need to update your DNS settings. More information here.
- Customize the Help Center: Go to Help Center > Help Center Design to add a logo and adjust your theme
- 4. **Manage Permissions:** Assign departments to the new brand as needed.
- 5. Configure Email Templates & Messenger: Ensure all messaging reflects the correct brand identity.
- 6. **Develop Unique Content:** Create FAQs and knowledge base articles for each brand.

Deskpro's multi-brand functionality simplifies support management while keeping each brand's identity distinct. It's an ideal solution for businesses looking to scale their customer service effectively.