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How do I get started with Deskpro?

Lara Proud - 2023-09-15 - Kommentare (0) - General

The easiest way to get started with Deskpro is to sign up for a <u>Free Trial</u> of our Cloud helpdesk, or install our On-Premise trial and test it out for yourself. Both options give you a 14-day free trial.

If you're not sure which deployment is right for you, it is also possible to migrate from Deskpro Cloud to On-Premise (or vice versa) should you wish.

You can also set up a demo with our Sales team who will give you a personalized walk-through of the product, you can book a demo here.

Once you've got an account set up, refer to our <u>Getting Started</u> for step-by-step information on how to use Deskpro.

You can also refer to our Admin and Agent Quickstart Guides that would be sent to you when you first start your account, or when you're added as an Agent.

Resources for Admins

The Admin Guide is a detailed guide to setting up, configuring, and administering your Deskpro Helpdesk.

Our Knowledgebase also contains dozens of articles, including how-to Guides and Troubleshooting help.

Using Deskpro as an Agent

The Agent Guide is a comprehensive guide to using Deskpro as an Agent.

This Guide is recommended for all Deskpro Users as a reference for Agents who want to use Deskpro's advanced productivity features and for Admins who want to gain a full understanding of the Deskpro platform.