



[Neuigkeiten](#) > [Product](#) > [Quick Start Guide for new agents](#)

Quick Start Guide for new agents

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We have produced a PDF Quick Start Guide which is automatically emailed to new agents when their account is created.

It's a 12-page guide aimed at helping new agents learn to use the DeskPRO interface and understand the range of features available. It also includes a glossary of DeskPRO terminology.

You can [download the guide here](#).

We will be working to improve the guide and keep it up to date to reflect changes in DeskPRO. We'd welcome your feedback.