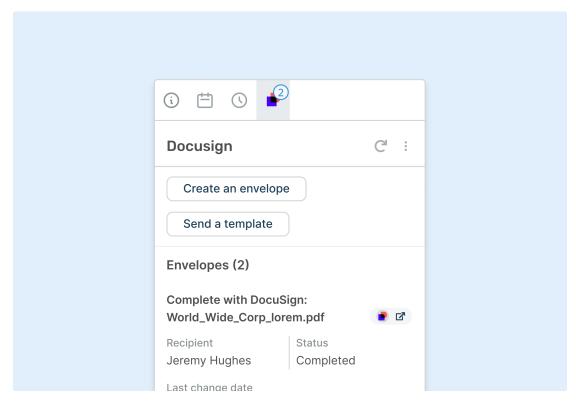


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## Send & Track DocuSign Documents in Deskpro

2025-09-23 - Lara Proud - Kommentare (0) - Product (Admin)

You can now manage document signing workflows for your users directly from Deskpro with our **DocuSign App** integration.



With DocuSign you can:

- Automatic User Matching: Deskpro users are matched to DocuSign recipients using their email address.
- Manual Matching Option: If no match is found, you can link a DocuSign user manually.
- View Document Status: See all envelopes (documents) linked to the user, including whether they've been completed.

## • Send New Documents:

- o Choose a DocuSign template.
- o Select recipients (Deskpro autofills the current user's email, but you can add more).
- o Add a subject and message.
- $\circ\;$  Send directly via email from Deskpro.

This makes it easier for agents to track and send signature requests without ever leaving the help desk.