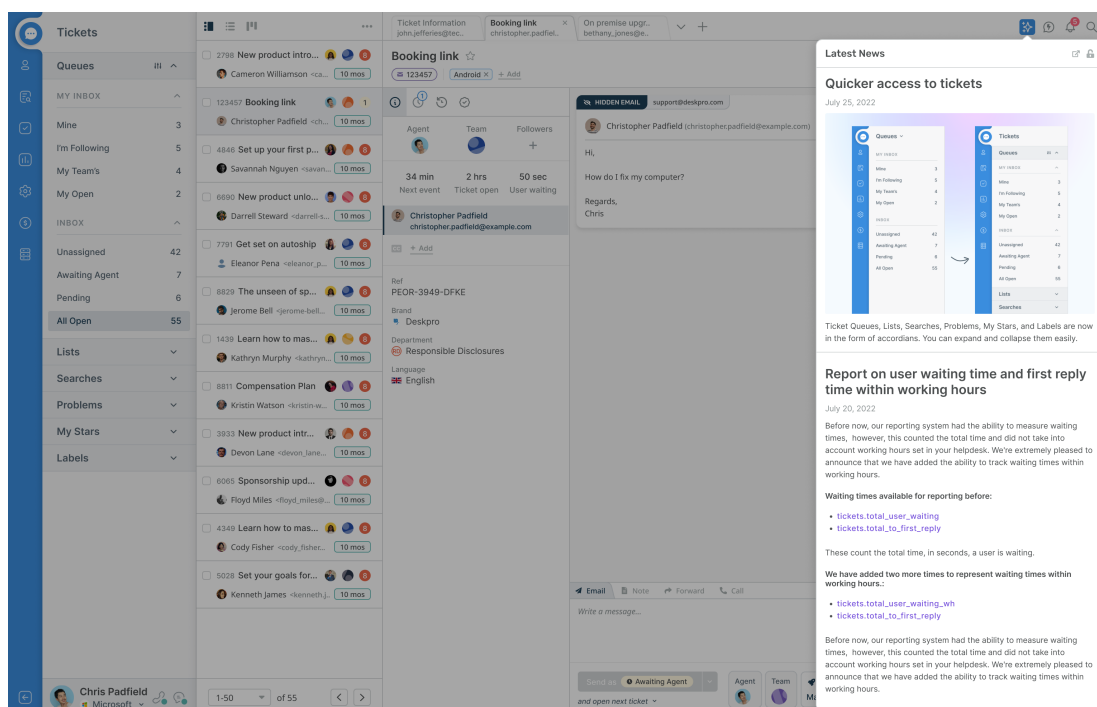



Stay up to date with all of Deskpro's recent changes

2022-08-30 - Lara Proud - [Σχόλια \(0\)](#) - [Product \(Agent\)](#)

In addition to our Latest Updates pop up, we are announcing our brand new **Recent Changes** App! You can find a complete list of all the newest features that have been released via the App in the Agent interface



The screenshot displays the Deskpro Agent interface. On the left is a sidebar with navigation options like 'Tickets', 'Queues', 'MY INBOX', 'Mine', 'I'm Following', 'My Team's', 'My Open', 'INBOX', 'Unassigned', 'Awaiting Agent', 'Pending', 'All Open', 'Lists', 'Searches', 'Problems', 'My Stars', and 'Labels'. The main area shows a list of tickets with details like '2798 New product intro...', '123457 Booking link', and '4846 Set up your first p...'. A 'Booking link' section shows agent status (34 min, 2 hrs, 50 sec) and a 'HIDDEN EMAIL' section with a message from Christopher Padfield. On the right, a 'Latest News' app overlay is visible, titled 'Quicker access to tickets' and 'Report on user waiting time and first reply time within working hours'. It includes a table comparing ticket counts before and after a change, and a list of metrics like 'tickets.total_user_waiting' and 'tickets.total_to_first_reply'.

Access the app by clicking on the  icon in the top right-hand corner of the interface (next to Agent IM). From the app, you will see a continuous feed of all the latest changes and features that are available on your helpdesk.

You can scroll through the list in the app and see all the new functionality we have added to Deskpro, or you can view the updates in the Help Center by clicking on the redirect arrow icon in the top corner.