



[Knowledge Base](#) > [Horizon Migration](#) > [Upgrading to Deskpro Horizon: A Guide for Admins](#)

Upgrading to Deskpro Horizon: A Guide for Admins

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Introducing Deskpro Horizon

What is Deskpro Horizon?

Deskpro Horizon is the latest version of the Deskpro software, featuring a redesigned interface for both Admins and Agents. While the appearance has been updated, we have preserved the existing functionality to ensure a seamless transition. To help you familiarize yourself with the new version, we offer two video demos: a comprehensive tour for new users and a specialized guide for Agents about to experience the upgrade.

Over time, the name "Horizon" will be phased out, and the product will be referred to as Deskpro again.

Migration to Horizon

If you're reading this, your account is likely scheduled for an upgrade. Here's what you need to know:

When will I be migrated?

Your migration date has been scheduled, if you haven't received a date for migration, please [reach out to our team to arrange this](#).

What happens during the migration?

- We will allocate a 2-hour maintenance window. The upgrade process generally takes 10 to 30 minutes, depending on the size of your data (put simply - the more tickets, the longer the time).
- Emails received during the upgrade will be stored and processed after the upgrade is complete.
- Chat and Voice services will be temporarily paused during the upgrade.

Will my customers notice any changes?

No changes have been made to customer-facing features like the Help Center or Messenger, so your customers will not notice any difference.

Key Changes to Note

Filters Have Become Queues

In Horizon, we have expanded how you access lists of tickets. The term "Filters" is replaced with "Queues," "Lists," and "Ticket Search":

- **Queues:** Admin-defined sets of tickets, typically awaiting agent action. They are real-time and can be subscribed to, offering more flexibility than Filters.
- **Lists:** User or admin-created sets of tickets based on specific criteria, including resolved tickets. Lists require manual refresh and do not show counts.
- **Ticket Search:** A tool for finding specific tickets using keyword matching and criteria refinement.

Upon upgrade, most custom filters will convert to Lists. The default set of Queues has been updated, so please review them post-upgrade.

Redesigned Admin Interface

The Admin interface has been redesigned for consistency, speed, and ease of use, along with new features.

Alongside this, we offer an updated Admin Guide which will help you configure your account:

[Admin Guide](#)

What do my agents need to know?

We have put together a detailed article for your agents which includes screenshots of major changes and a brief video tour. While change can be daunting, our tests show that agents have been able to quickly adapt within 1-2 hours to the new interface, see the benefits, and are more productive.

We've prepared an article and video tour to help your agents adjust to the new interface. We would encourage you to share it with them before the upgrade to ensure a smooth transition:

[Agent Horizon Article](#)

Support & Resources

If you have any questions or concerns about the migration process, please [reach out to our support team](#). We're here to help. You can also find:

- **Deskpro News:** Stay up-to-date with the latest releases, product improvements, and new features.
- **Latest Updates:** A notification system within Deskpro that will inform you of new features and UI changes after each update.

We're committed to continuously improving Deskpro through regular releases and updates.

Tour Videos

We have created videos to show how the new interface will look:

- [Deskpro Horizon Demo](#)
- [Introduction to the Agent Interface](#)

You can also check out all our video tours of the new interface on our website: [Deskpro Tour](#)