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Which version of Deskpro am I using?

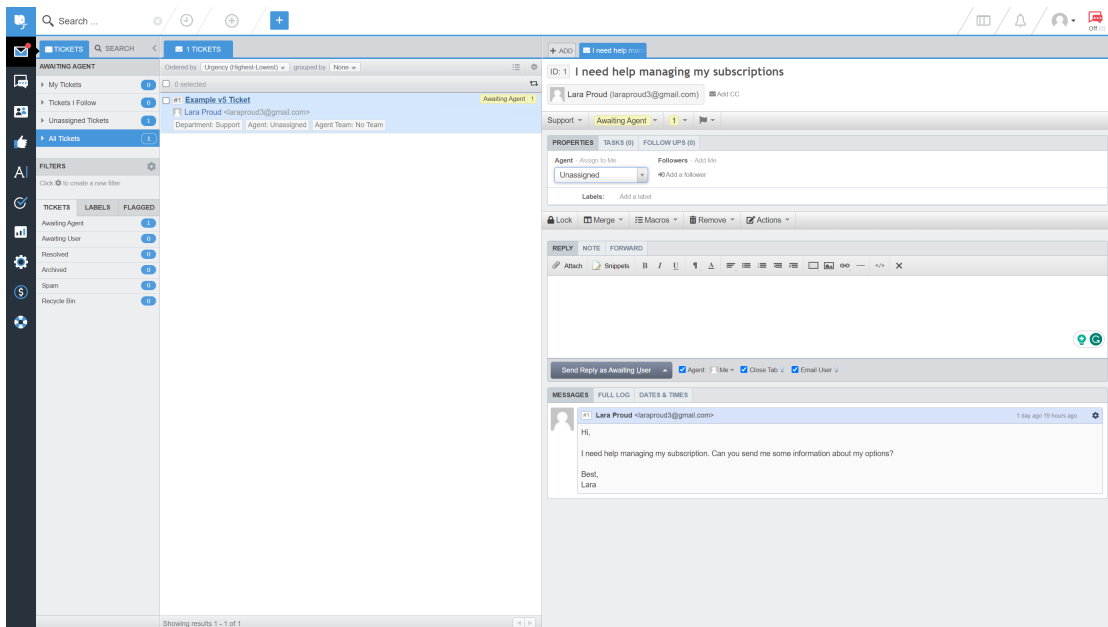
Lewis Stonier - 2023-05-10 - [Comments \(0\)](#) - [Using Deskpro](#)

Please see the below screenshots of the Admin interfaces of the different versions of Deskpro. You can use these to identify which version of Deskpro you are currently using:

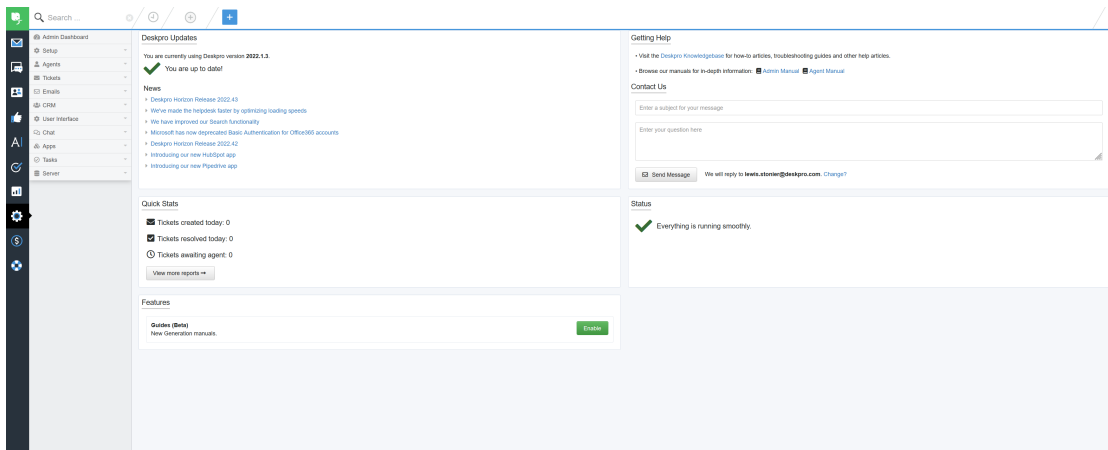
If you are using a version of Deskpro older than Legacy, [contact support](#) for details on how to upgrade.

Deskpro Legacy (Version 5)

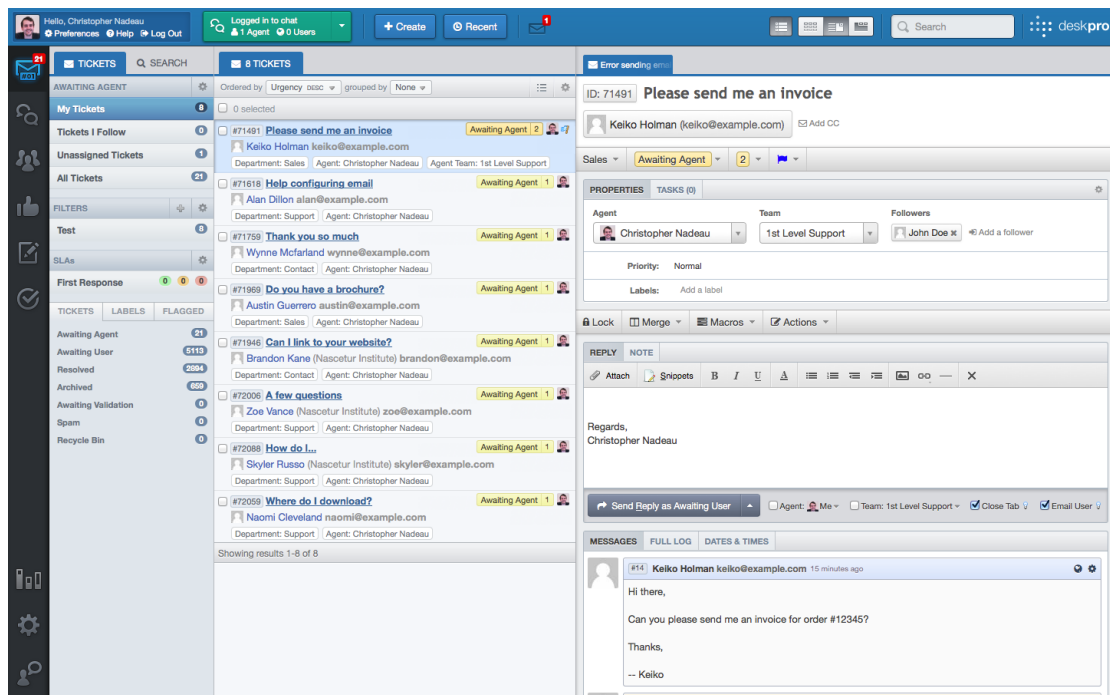
Agent Interface:



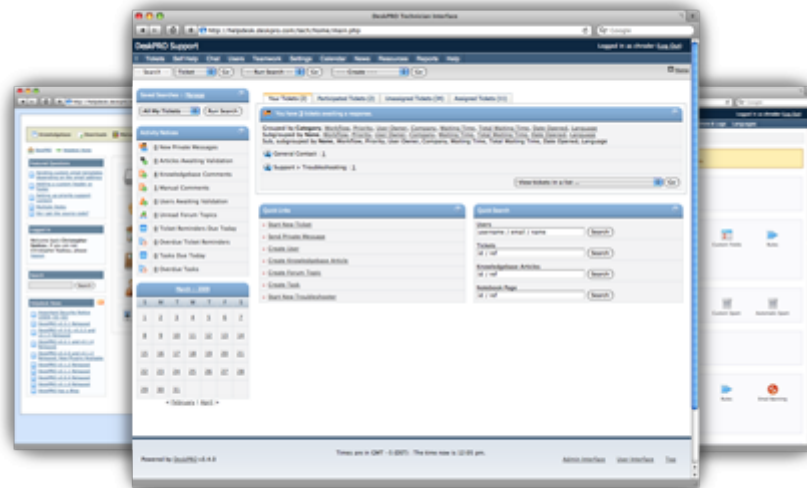
Admin Interface:



Deskpro Version 4



Deskpro Version 3



Deskpro Horizon (Version 6)

Agent Interface:

ID	Subject	Agent	User	Date Last Reply
42	Lara Proud <lara.proud@deskpro.com>	Lara Proud	Lara Proud <lara.proud@deskpro.com>	2 wks
37	User called in, says their order isn't going through on the website?	Lara Proud	Harry Moore <h.moore@example.com>	5 mos
32	New SMS from +447969236608	Lara Proud	Audrey Merivale <audrym84@example.com>	3 mos
27	Paul Davies <paul.davies@deskpro.com>	Lara Proud	Paul Davies <paul.davies@deskpro.com>	6 mos
25	Fwd: Need a new laptop	Lara Proud	Jason Patrick <jpatrick@tesco.com>	6 mos
24	Request for new Phone	Lara Proud	Hannah Scott <hannah.scott@deskpro.com>	3 mos
21	I'm having an issue with my boiler	Lara Proud	Dora Planter <dora.planter@example.com>	3 mos
20	Hannah Scott <hannah.scott@deskpro.com>	Lara Proud	Hannah Scott <hannah.scott@deskpro.com>	6 mos
16	Issue with boiler	Lara Proud	Hannah Scott <hannah.scott@deskpro.com>	3 mos
13	Password reset email not working	Lara Proud	Greg Davies <greg.davies@example.com>	3 mos
9	Will your new pricing impact our account?	Lara Proud	Sally Hill <s.hill@energy.com>	3 mos
8	I want to create another account	Lara Proud	Kevin Smith <k.smith@21st.com>	3 mos
7	I've forgotten my password	Lara Proud	Shirley Walters <shirley.walters@21st.com>	3 mos
5	I've referred a customer	Lara Proud	Henry Bennett <henry.bennett@energy.co.uk>	3 mos
4	Change payment information	Lara Proud	Agatha Bardle <agathabardle@21st.com>	3 mos

Admin Interface:

Welcome to Deskpro

Visit the [Deskpro Knowledgebase](#) for how-to articles, troubleshooting guides and other help articles.
Browse our manuals for in-depth information: [Admin Manual](#) | [Agent Manual](#)

Welcome back, Lara Proud
You last logged in 11 minute ago from 217.138.85.210.

Quick stats

Awaiting Agent Tickets	Online Agents	New Tickets Today	New Chats Today	New Calls Today	Resolved Today	Satisfaction today
27	1	0	0	0	0	-

Agents (14)

- Lara Proud <lara.proud@deskpro.com>
- Sherlock Holmes <sherlock.holmes@bakerstreet.com>
- Mycroft Holmes <mycroft.holmes@bakerstreet.com>
- Greg Lestrade <greg.lestrade@bakerstreet.com>
- Hannah Scott <hannah.scott@deskpro.com>
- James Moriarty <james.moriarty@bakerstreet.com>
- John Watson <j.watson@bakerstreet.com>
- Martha Hudson <martha.hudson@bakerstreet.com>

Invite Agent

Full name:

Email:

Bulk Add Agent

News