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New Feature: Keep Files On Your Users (Literally)

2016-04-12 - Ben Henley - [Comments \(0\)](#) - [Product](#)

It's important to know about your users. DeskPRO already enables you to keep detailed profiles for users and organizations, with notes, contact information, and easy access to past tickets and activity history.

We've added the ability to store files right on CRM records, for quick reference by your agents. It might be the custom software driver you made for a user, a VIP client's biography, a company operating manual, a set of invoices... anything that will improve your service.



When your DeskPRO helpdesk is upgraded to the latest version, you'll see a new **Files** section in user and organization profiles.

