

We have a new way of communicating our latest product updates

2022-08-25 - Lara Proud - Comments (0) - Product (Agent)

Our brand new Latest Updates pop up will now alert you to any changes, updates, or new features that we've rolled out since you last logged in to Deskpro!

Navigate through our announcements using the 'Next' button below, which will take you through all the updates we've made in your helpdesk since you last logged in.

Learn more.'. The central content shows two side-by-side screenshots of the Deskpro interface. The left screenshot shows a 'Queues' sidebar with a dropdown menu and a list of categories: 'MY INBOX', 'Mine' (3), 'I'm Following' (5), 'My Team's' (4), 'My Open' (2), 'INBOX', and 'Unassigned' (42). The right screenshot shows a 'Tickets' sidebar with a dropdown menu and a list of categories: 'Queues', 'MY INBOX', 'Mine' (3), 'I'm Following' (5), 'My Team's' (4), 'My Open' (2), and 'INBOX'. At the bottom of the pop-up, it says '1 of 8' and has a 'Next' button." data-bbox="160 400 846 756"/>

Latest updates from Deskpro

Quicker access to tickets

Ticket Queues, Lists, Searches, Problems, My Stars, and Labels are now in the form of accordians. You can expand and collapse them easily. [Learn more.](#)

Category	Count
MY INBOX	
Mine	3
I'm Following	5
My Team's	4
My Open	2
INBOX	
Unassigned	42

Category	Count
Queues	
MY INBOX	
Mine	3
I'm Following	5
My Team's	4
My Open	2
INBOX	

1 of 8

Next

We created this feature to help us communicate with our customers better and to ensure you're made aware of all the changes we are making to your interface.

This pop up will reveal everything you need to know about the latest updates to our product that you can start using immediately.