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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.'. Below the text are two side-by-side screenshots of the Deskpro interface. The left screenshot shows the 'Queues' accordion expanded, displaying a list of queues: 'MY INBOX', 'Mine' (3), 'I'm Following' (5), 'My Team's' (4), 'My Open' (2), 'INBOX', and 'Unassigned' (42). The right screenshot shows the 'Tickets' accordion expanded, displaying a list of tickets: 'MY INBOX', 'Mine' (3), 'I'm Following' (5), 'My Team's' (4), 'My Open' (2), and 'INBOX'. At the bottom of the pop-up, there is a pagination indicator '1 of 8' and a 'Next' button."/>

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.](#)

Queues ▾

MY INBOX

Mine 3

I'm Following 5

My Team's 4

My Open 2

INBOX

Unassigned 42

Tickets

Queues III ^

MY INBOX ^

Mine 3

I'm Following 5

My Team's 4

My Open 2

INBOX ^

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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.