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Which version of Deskpro am I using?

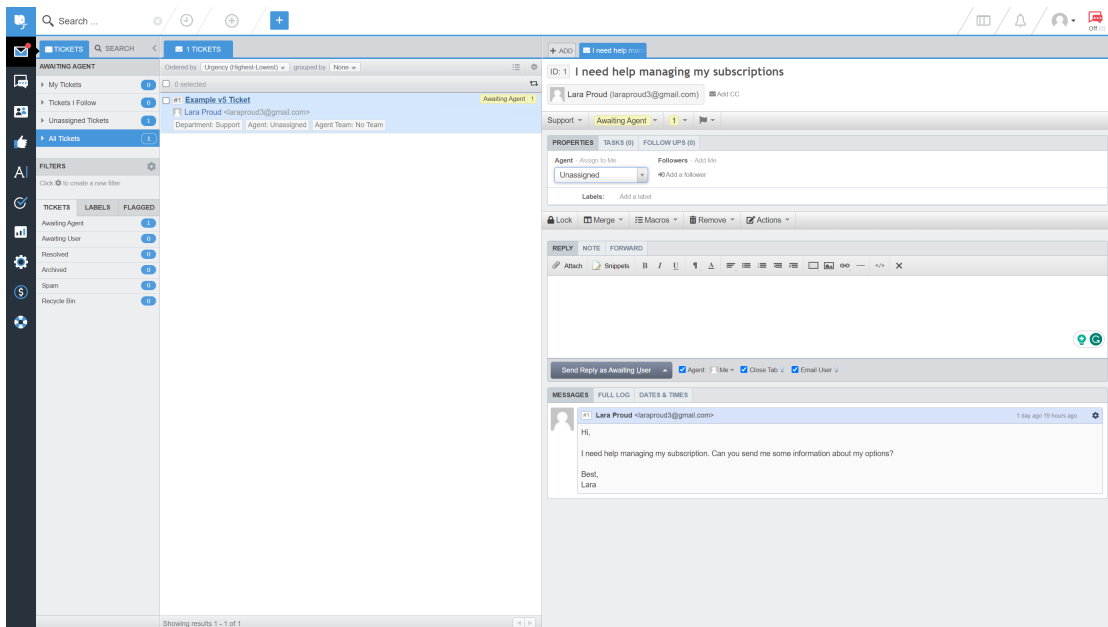
Lewis Stonier - 2023-05-10 - [Comments \(0\)](#) - [Using Deskpro](#)

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:

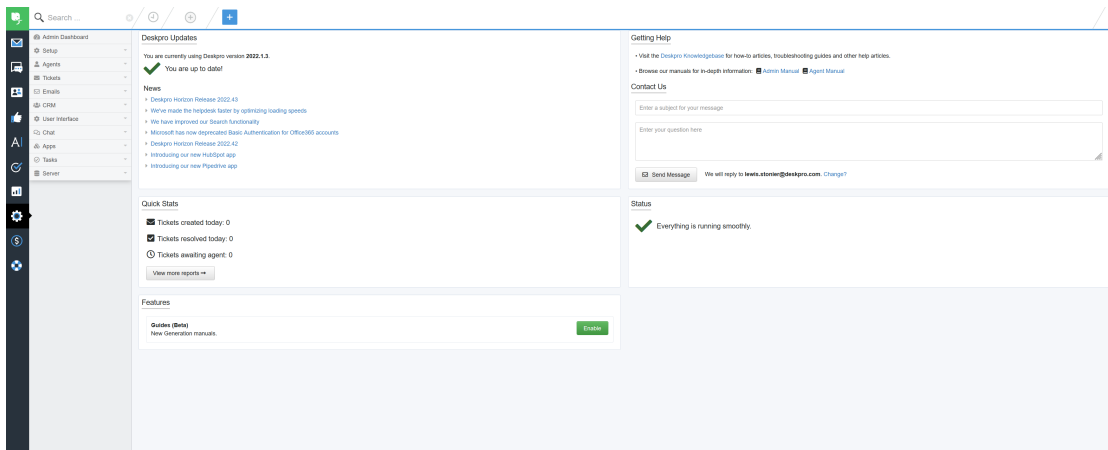
If you are using a version of Deskpro older than Legacy, [contact support](#) for details on how to upgrade.

Deskpro Legacy (Version 5)

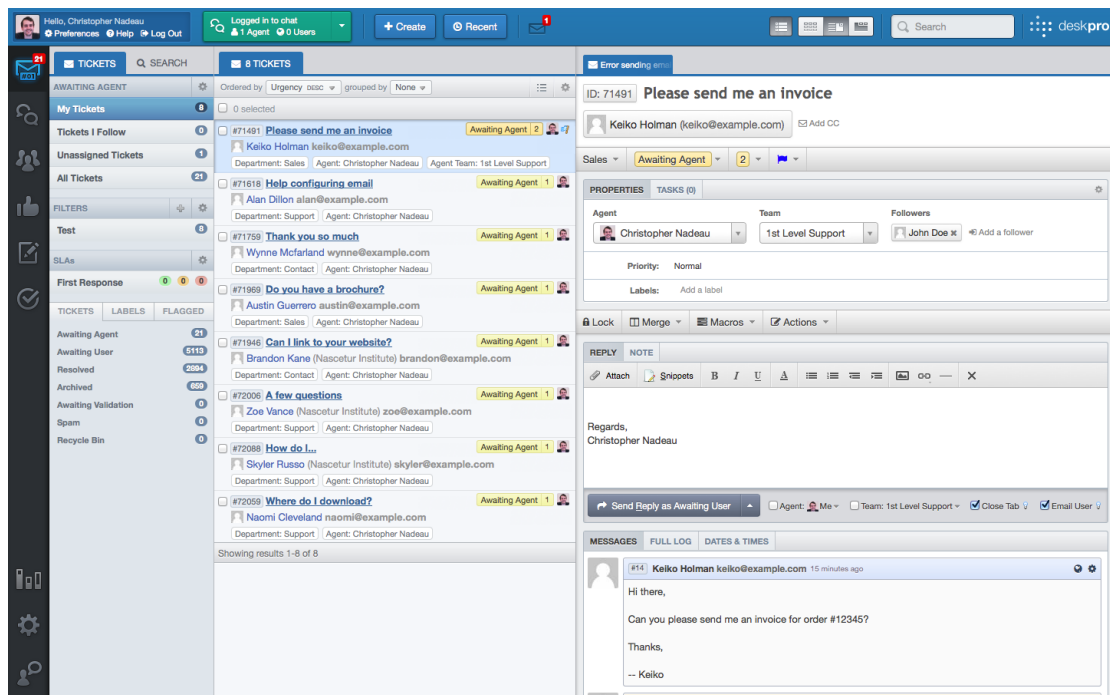
Agent Interface:



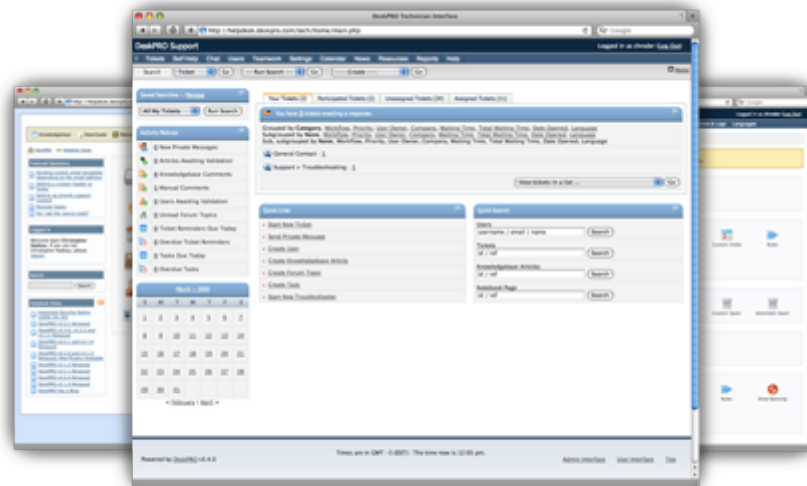
Admin Interface:



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 1 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 Leszrade <greg.leszrade@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