What are the different interfaces within Deskpro?

Ben Henley - 2023-08-31 - Comments (0) - Deskpro Legacy

There are five interfaces in Deskpro:

1. The user portal with an address like *yourcompany.deskpro.com* (for Deskpro Cloud without a custom domain set up) or *portal.yourcompany.com*. This is optional; if enabled, it hosts help information, and the users your company supports can log in to see their previous tickets.

2. The agent interface: the same address as the portal with **/agent/** on the end. This is where agents work to help customers by replying to tickets and creating help information for the portal.

3. The admin interface: the same address as the portal with **/admin/** on the end. This is where the helpdesk administrators set up and configure Deskpro. Only admin accounts can access it.

4. The reports interface: the same address as the portal with **/reports/** on the end. Enables you to view and create reports about the helpdesk. Agents may be granted access.

5. The billing interface: used by admins to pay for a Deskpro licence.