

Base de conocimiento > Horizon Migration > Upgrading to Deskpro Horizon: A Guide for Agents

Upgrading to Deskpro Horizon: A Guide for Agents Lara Proud - 2023-08-31 - Comentarios (0) - Horizon Migration

## **Your Helpdesk is Changing**

The team at Deskpro has been working hard on a new and improved design and experience for the Agent Interface of your Deskpro helpdesk. If you are reading this article, it means you are shortly going to be upgraded to this new version - codenamed Deskpro Horizon.

Although the design has changed, we have worked hard to ensure the features and functionality you are familiar with, remain. It may take a few moments to get familiar with some changes to where things are (and to let you adjust your muscle memory) - this article is designed to walk you through the changes so you know what is coming.

Things to Know

- Your admin will be able to tell you the scheduled date and time for your upgrade. We anticipate less than 30 minutes during which you will not be able to access the platform.
- The URL you log in at has changed to <u>https://<accountname>.deskpro.com/app</u> but don't worry, the old URL ending with /agent will still re-direct.
- 3. Deskpro Horizon has new mobile apps. The old app will not work anymore. If you are using the Deskpro mobile apps, please download the replacements.

App Store | Google Play

Interface Preview

The following 2 screenshots give you a good overview of the new interface, and where things have moved to.

Here is an overview of changes to the ticketing interface.

	els	In	terface Views	Views				$\downarrow \downarrow \downarrow$
6	Queues	a ~ 0,	🖷 Unine (24) 💌 🗸	+				e <sup>9</sup> ¢ <
	MY INBO						Sort: Last Reply 4	9 Group Wew
e	Mine	23	0.0	Subject	User	Agent	Last Reply	0
6	Tm Follow		0.11	How do I change my payment method? 🔶	Mordecal Smith <====================================	🚯 Lara Proud	1 minute ago	
e	My Tearri	s 9	148	New SMS from +17163894320	(s) SNS: +17163894320	🚳 Lara Proud	7 days ago	
a di seconda di s	My Pendi	ng 1	O 147	Harry Smith <h.smith@example.com></h.smith@example.com>	Harry Smith <= smith@example.com	🚯 Lara Proud	7 days ago	
	Unassigne	ed 0	0.141	Jake Hill - Jake.hild@example.com>	(B) Julie Hill quite bill/example.com	🚯 Lara Proud	15 days ago	0
	Pending	2	0.7	Boller making strange noises 🔺	B Hazel Forester <=>foresterilesample.com>	🚯 Lara Proud	15 days ago	
C	All Open	44	0 142	Paula Scott «p.scott@example.com»	Paula Scott «p.scott@example.com»	4 Lara Proud	15 days ago	
			0 134	Chat Follow up	🕼 Hannah Scott -tharnah scottibideskyrn.com>	4 Lara Proud	27 days ago	
			0 133	Problem logging in 🔺	George Robinson	4 Lara Proud	27 days ago	
			0 182	Call from +447969236608	(a) +447909230008	4 Lara Proud		
			0 119	Issue with computer	🛞 Agatha Bartle <upre>signthabartle@exemple.com&gt;</upre>	🚯 Lara Proud	about 1 month ago	0
			124	New WhatsApp from whatsapp:+447793008645	(B) James Godwin	🚯 Lara Proud	about 1 month ago	
			0.98	Issue	Bannah 5 -hannah rebekah scottiligmail.com	🚳 Lara Proud	2 months ago	•
			. 106	New WhatsApp from whatsapp:+447739363318	(B) Russell	4 Lara Proud	3 months ago	
			0 97	Hannah Scott <hannah.scott@ideskpro.com></hannah.scott@ideskpro.com>	Hannah Scott - Narnah scottilideskpro.com	🚳 Lara Proud	3 months ago	
			. 17	Problem with Server	🛞 Augusta Wallenstein -svaliensteina@example.com>	🚳 Lara Proud	3 months ago	0
			0 88	Invoice Ticket	Audrey Merivale <audrey=#840example.com></audrey=#840example.com>	🚯 Lara Proud	3 months ago	
			0 77	Missed call follow up	le Agatha Bardle - agathabarde@example.com	4 Lara Proud		0
			. 14	The website is too slow!	Heather Brown <heather brown?ht="" gmail.com=""></heather>	4 Lara Proud	4 months ago	•
			0.94	Sherlock Holmes «sherlock.holmes@test.com»	Sherlock Holmes <a href="https://www.energient.com">https://www.energient.com</a>	4 Lara Proud	6 months ago	
	15. 1	ANAGE QUEUES	0.58	Sheriock Holmes <sheriock.holmes@test.com></sheriock.holmes@test.com>	Sherlock Holmes <sherlock.holmesiltest.com></sherlock.holmesiltest.com>	🚯 Lara Proud	6 months ago	
	-		0.15	New pricing plant	(1) Tammy Jones «tammy cress44@gmail.com»	🚯 Lara Proud	6 months ago	0
avigation>		218 H 🗸 🔏 🕄					1 - 23	of 23 < >

And here is an overview of changes within a ticket.

Ticket Queue Shortcut	Ticket History & Tab Overflow	Ticket Status	
Ticket Label			Ticket Actions Menu
A Mine (2) V Change	ter x) v +		
Change of address neede	Ticket Property Tabs Where you munge SLAs	Austing April	Agatha Bardle
8 0 s² ±' 3 b² ±	fotow ups. taxis: etc.	19 THA. 155K-35K 100 May 19, 2022, 12-66 PM 41	0 B 5" D
ssigned Agent, Team		Ticket Urge	Cartact Information +
-3 m/cs 3 w/cs 3 m/cs 3	ating		agathabardiedlexample.com
Agatha Bartle     Agatha Bartle     agathabadie/example.com	I need to update my address. How do I do so?		Organization
Ref MMOR-0229-XXIP	Agent Message	May 19, 2022, 1:01 PM #2   🧯	Energy in (27)     Add Position
Brand Brand Degartment <sup>®</sup>	Thank you very much for your message. Many of our agents are busy at the moment working to solve other customers' queries, so I appreciate your patience!		Properties         Show 12 empty fields           Image: Dot 14, 2021         Image: May 19, 2022
Customer Support - EU Language	We aim to respond with more information surrounding this question within the hour! Kind regards,		Timezone UTC Lingwage
English Wihat are you hoping to get in touch a Updating an existing account			Brighter Group Registered, Internal Users
Account Number 790497834	Agent Note     Matt Way can you find this customers address. I can't see it in my system AN: 790497834	May 19, 2022, 1 52 PM #3 🕴	Brand (2) 2218 Energy ×
			Solar Trial
Ticket Properties	刘 Treat 👔 Notes 🕐 Ternard 🌙 Call 🚳 2015 🛞 Whatelep	1 III Tr X #	· ·
	Write a message	. 1	Open (4) Resolved (13) 141 Change of address needed @ = @ (0) Agatha Barde -apathaberlietheau, 1 hr
24 ©		Snippe	ts 77 Missed call follow up 👔 🖬 🔕
8			13) Call to +647969236001 🚳 🚱 🖆 🔐
	Image: Constant and a former with a set of the se		129 Issue with computer 👔 🖬 () (a) Agatha Bardle Capithiologifiethe 2 vice
	Macros		

Video Tour & Webinar

We've recorded a brief video tour of the new interface which will guide you through some of the key changes. We are also running webinars to talk through the new Agent Interface and answer any questions you may have. Agents can book a webinar at the link below:

## Deskpro Webinar Booking

## List of some Key Changes

The following are some layout/name changes you should be aware of. Most of these are referenced in the video or screenshots above.

- The user profile loads automatically when opening a ticket (on the right), you don't need to click to open the profile anymore.
- Chat is now embedded inside a ticket! This makes it much easier to reply to the user by email.
- There is a new live status for tickets that are either an active chat or an active voice call.
- Management of the layout of the UI is now much easier. You can collapse/expand the 1st column and then either view tickets in "dual column" mode or "list" mode.
- On a ticket, there is an important menu in the top right-hand corner of the ticket. This is how you do things like Delete or Merge a ticket or Add a Task or Bill.
- How you access lists of tickets has changed. Filters have been replaced by Queues; but we have also introduced a new concept called Lists and Search. Queues are managed by admins, have counts, and are typically tickets that need action. Lists are broader, they can be created by admins or agents and can search against resolved tickets. If you had any custom Queues previously, they will now become lists. Email subscriptions are only possible on Queues, so you will need to ask your Admin to create a Queue if you used to subscribe to a custom Filter. We have a whole new search experience that is focused on textual search against ticket messages to help you find that specific ticket.
- Global Search, IM, and Notifications are now all icons in the top right corner. These create a column view, which can also be locked if you have a widescreen and want

them to always appear.

- If you used to search for Snippets using the #shortcut syntax, that has now changed to /shortcut. Look out for some new functionality in this menu in the coming months! To view the list of all snippets there is an icon in the top right of the reply box.
- Macros are now managed by Admins. They are run from the icon at the top right of the ticket.
- Flags have been renamed Stars.
- The user profile is in the bottom left-hand corner. Here you can log out, manage preferences, control email notifications, find a QR code for mobile login, etc. To the right are the chat and voice indicators where you set yourself online or offline for these channels.

Help when you need it.

We really hope you enjoy the new Deskpro experience. If you have any problems, our friendly support team is waiting to hear from you.