

?What are the different interfaces in Deskpro

Cecilia Sam - 2023-08-21 - Comment (1) - General

:Deskpro has five interfaces

The **Help Center** is the end-user-facing platform that hosts support • content and contact forms. The address for the help center is typically *yourcompany.deskpro.com* or *portal.yourcompany.com*, but you can customize it to your own domain. The Help Center is disabled by default but can be enabled from the **Admin Interface**. .See the [Overview of Help Center](#) for details

The **Agent Interface** is where your Agents will reply to Tickets, Chat • with Users, create Help Center content, etc. The address for the Agent Interface is the same as the Help Center but with the addition of */app* at the end. See the [Overview of the Agent Interface](#) for .details

The **Admin Interface** is where helpdesk administrators set up and • configure Deskpro. Only Admins can access the Admin Interface. The address for the Admin Interface is the same as the Help Center but .with the addition of */app#/admin/* at the end

The **Reports Interface** allows you to generate detailed tables and • graphs about your helpdesk. Agents may be granted access to the Reports Interface. The address for the Reports Interface is the same .as the Help Center but with the addition of */app#/reports/* at the end

The **Billing Interface** is used by Admins to pay for and manage • .their Deskpro license

Tags

Interface