

?What are the different interfaces within Deskpro

Ben Henley - 2023-08-31 - Comment (1) - Deskpro Legacy

:There are five interfaces in Deskpro

The user portal with an address like *yourcompany.deskpro.com* (for Deskpro Cloud .1 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

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

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

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

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