

Uutiset > Product > New Feature: Keep Files On Your Users (Literally)

New Feature: Keep Files On Your Users (Literally)

2016-04-12 - Ben Henley - Comments (0) - Product

It's important to know about your users. DeskPRO already enables you to keep detailed profiles for users and organizations, with notes, contact information, and easy access to past tickets and activity history.

We've added the ability to store files right on CRM records, for quick reference by your agents. It might be the custom software driver you made for a user, a VIP client's biography, a company operating manual, a set of invoices... anything that will improve your service.

		ORGANIZ
PROPERTIES	¢	CEO, Tes
Timezone	Europe/London (GMT +1)	
Local Time	Thur, 7th Aug 2014 4:57 pm	USERGR
FILES () ADD FILE		Registere
YHartwell-Get		1
Fast.mobi.pdf His autobiograp		
	Y STREAM DETAIL]

When your DeskPRO helpdesk is upgraded to the latest version, you'll see a new **Files** section in user and organization profiles.

MEMBERS () TICKETS ()				
Add a person to this organization		Q		
Saifa Auron	No position set	9.9		
👿 Dan Browdown	No position set	9.9		
Yossarian Glix	No position set	9.6		
Yolo Hartwell	CEO	9.6		
Quentin Small	Tester	9		
FILES 1 ADD FILE				
Company-Prospectus.pdf Sam Bibro · Thur, 7th Aug 2014				
Good info here	d	elete edi		