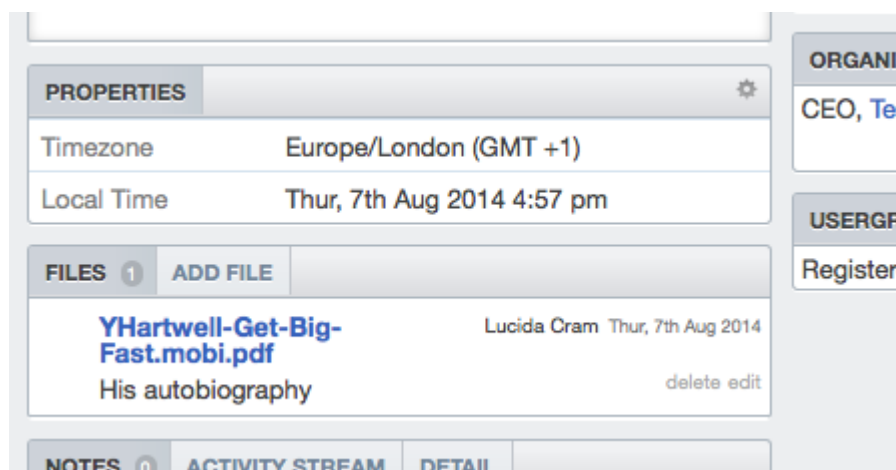


## New Feature: Keep Files On Your Users (Literally)

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.




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



MEMBERS5


TICKETS1

Add a person to this organization



Saifa Auron


No position set





Dan Browdown


No position set





Yossarian Glix


No position set





Yolo Hartwell

CEO



Quentin Small

Tester



FILES1

ADD FILE

**Company-Prospectus.pdf**

Sam Bibro · Thur, 7th Aug 2014

Good info here

