

# DeskPRO Helpdesk Software: Agent Interface Quick Start Guide

The DeskPRO helpdesk platform is designed to make it easy to handle problems and questions from your users. Your helpdesk ties together all the information about each issue into a single **ticket**. Managing these tickets via the Tickets app forms the basis of your organization's helpdesk.

DeskPRO includes other apps to help you manage communication with your users, including live chat, user feedback, CRM, tasks and publishing help content.

You should have an email called "Your new DeskPRO helpdesk agent account" with your login details.

## Account types within DeskPRO

### users

the people you are helping; if you're using DeskPRO for customer support, this will be your customers; for an internal helpdesk, this will be your organization's staff.

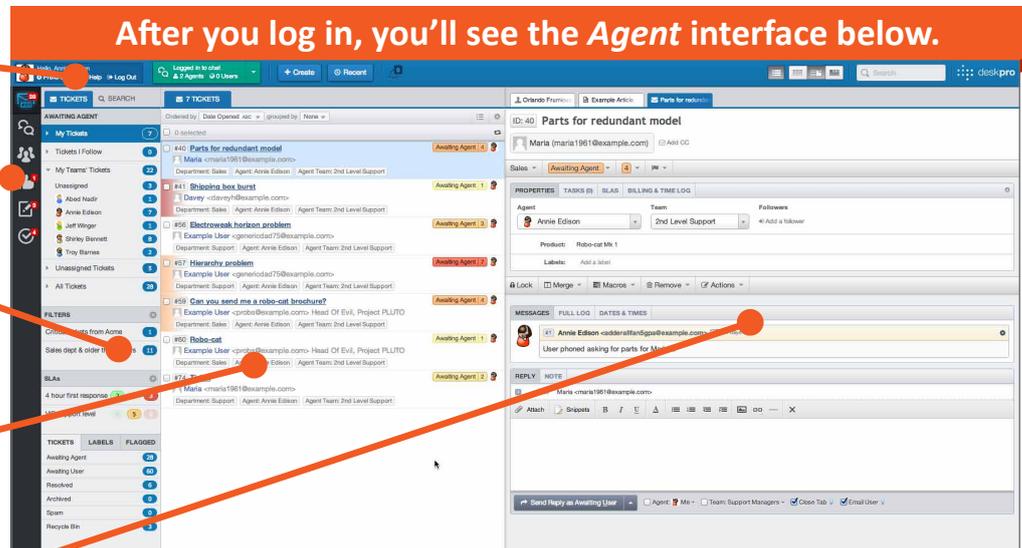
### agents

you and other staff within your organization who use DeskPRO to provide help to your users.

### admins

agents who have administrator access to configure your helpdesk.

## After you log in, you'll see the Agent interface below.



The **toolbar** gives you quick access to common functions

**App bar**

The **filter pane** enables you to select lists of items you want to work on

The **list pane** shows the results of your selection in the filter pane

The **content pane** is where you view and work on individual items

**Interface selection controls**

The app bar lets you switch between working with different types of content.

The blue icon tells which app is currently selected. Red numbers tell you the number of items that need attention from an agent.

### App bar

-  Tickets
-  Chat in real time with users
-  CRM user records
-  Feedback user suggestions
-  Publish help content
-  Tasks

### Interface switching

These interface icons let you switch between different DeskPRO interfaces.

- Agent 
  - Reports 
  - Billing 
  - Admin 
  - User portal 
- Other agents who are logged on and available to IM 

Your account & preferences

Search bar

Your recently viewed items

Notifications

Log in to chat & view online users

Toggle view (1-column or 2-column)

### Toolbar





# The Tickets App

The filter pane is where you select a list of tickets to work on.



## Finding Tickets

**TICKETS** Q SEARCH

**AWAITING AGENT**

- My Tickets 10
- Tickets I Follow 0
- My Teams' Tickets 2
- Unassigned Tickets 12
- All Tickets 29**

**FILTERS** ⚙️

- Critical tickets from Acme 2
- Sales dept & older than 5 days 11

**SLAs** ⚙️

- 4 hour first response 2 0 2
- VIP support level 0 5 0

TICKETS	LABELS	FLAGGED
Awaiting Agent		29
Awaiting User		60
Resolved		6
Archived		0
Spam		3
Recycle Bin		2

Advanced search for tickets

Tickets **awaiting agent** need attention

Custom filters

Shows if tickets are passing or failing your Service Level Agreement

All tickets by status

## Ticket status

Each ticket has a status, which indicates who needs to act on the ticket next.

**Awaiting Agent** An agent needs to perform the next action on the ticket; this will usually involve replying to the user.

**Awaiting User** You're waiting for the user to contact your helpdesk, typically to provide more information about their issue.

**Resolved** The issue is resolved and communication has ended. Resolved tickets can be re-opened if needed.

## Agent assignment

Tickets start out unassigned but can be assigned to an agent and/or a team.

**My Tickets** shows tickets that are assigned to you.

**My Teams' Tickets** shows tickets that are assigned to any team which you're a member of.

**Tickets I Follow** is a way to keep track of tickets that you're not directly assigned to, but you are still monitoring.

**Unassigned Tickets** are neither assigned to a team nor to an agent.

## Grouping tickets with "Awaiting Agent" status

You can group tickets with "Awaiting Agent" status by a number of fields, for example to find tickets assigned to each of the agents in your team.

Click any of the small arrows to filter by custom groups

**TICKETS** Q SEARCH

**AWAITING AGENT**

- My Tickets 10
- Tickets I Follow 0
- My Teams' Tickets 2
- Unassigned Tickets 12
- All Tickets 29

**TICKETS** Q SEARCH

**AWAITING AGENT**

- My Tickets 6
- Tickets I Follow 0
- My Teams' Tickets 23

Select Field to Group Tickets

- Department
- Product
- Organization
- Person
- Language
- Urgency
- Agent**
- Agent Team
- Waiting Time

4 hour first response 2 0 2

**TICKETS** Q SEARCH

**AWAITING AGENT**

- My Tickets 6
- Tickets I Follow 0
- My Teams' Tickets 23
- Unassigned 3
- Abed Nadir 3
- Annie Edison 6
- Jeff Winger 1
- Shirley Bennett 8
- Troy Barnes 2
- Unassigned Tickets 5
- All Tickets 29

## Tickets in the list pane

Change how tickets are ordered: currently in descending order of urgency

Subject

User

Ticket is close to failing an SLA (amber)

Ticket has failed an SLA (red)

The tickets which match the criteria you select in the filter pane are then shown in the list pane. Click a ticket to open it in the content pane. A ticket that is open in the content pane is highlighted in blue.

Change the information displayed for tickets in list

Urgency is 9

Ticket is open in content pane (blue highlight)

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10

An **SLA** is a condition to meet (such as replying to a new ticket within 4 hours). When a ticket is close to failing an SLA, it is marked amber; when it fails, it is marked red.

**Urgency** is a score from 1 to 10 – where 10 is most urgent. It can be changed by agents or by automatic rules set up by your DeskPRO administrators. It is designed to help you prioritize tickets.

## Select multiple tickets

Selected tickets

You can select multiple tickets with checkboxes. This is useful if you need to apply the same action to multiple tickets – for example, assigning several tickets to an agent, mass replying or bulk deleting.

## Grouping tickets

You can group tickets in the list pane. If you've grouped tickets in the filter pane in one way, this allows you to sub-group them: for example, tickets assigned to a specific agent, grouped by the department.

## Anatomy of a ticket

The screenshot shows a ticket interface for 'Capacity of the Acme Gyrocopter'. Callouts point to various elements:

- Ticket ID:** Points to the ticket ID '103'.
- User information - click to open user profile:** Points to the user profile 'Example User (probs@example.com)'.
- Department, status, urgency: can all be changed:** Points to the 'Support' department, 'Awaiting Agent' status, and '3' urgency.
- Agent this ticket is assigned to:** Points to the 'Annie Edison' agent.
- Delete ticket options here:** Points to the 'Remove' action.
- Team this ticket is assigned to:** Points to the 'None' team.
- Add agents as followers:** Points to the 'Add a follower' button.
- Access more ticket properties here:** Points to the gear icon in the top right of the ticket details.

## Properties

The cog in the top right of the ticket's **Properties** tab lets you access additional ticket fields.

What you see here will be determined by how your administrators have configured your helpdesk.

The Properties tab shows the following fields:

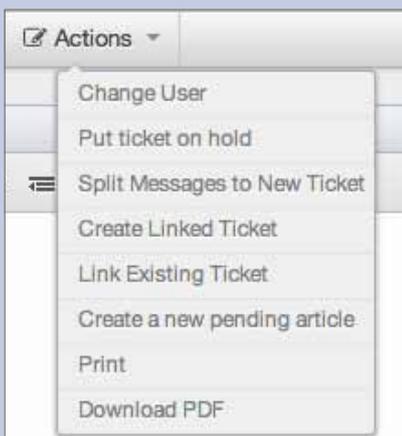
- Agent:** Annie Edison
- Team:** 1st Level Support
- Followers:** Add a follower
- Language:** English
- Product:** Robo-cat Mk 2
- Priority:** Critical
- User confirms T&Cs:**  I have read the A1 terms & conditions
- Labels:** Add a label

## Actions menu

The **Actions** pull-down menu above the reply box offers advanced functions:

You can put a ticket on **hold** status – this is useful if the user is awaiting a reply, but you are waiting for something else to happen (for example, hearing back from a third party) before you can answer.

**Create a new pending article** is a way to note that a knowledgebase article should be created based on the ticket.



## Ticket messages

By default, messages are displayed with the newest message first and the reply box at the top.

You can use **Preferences** to switch to displaying the oldest message first, with the reply box at the bottom.

The screenshot shows a message list with three entries:

- #5 Example User <probs@example.com> 4 minutes ago: One more question: how much luggage can I add to the gyrocopter if there are 2 passengers? Thanks.
- #4 Jeff Winger <sales.exec@a1llc.example.com> 5 minutes ago: Hi, I just wanted to check that you got all the information you needed from your phone conversation with my colleague?
- #3 Annie Edison <adderalfan5gpa@example.com> 104 minutes ago: I spoke to her on the phone and confirmed that the answer is 2 people max.

User message

Agent message

Agent note  
(users can't see this)

## Replying to a ticket

When you reply to a ticket, by default the ticket is assigned to you, your reply is emailed to the user, and the ticket status is set to "awaiting user".

In some situations, you'll want to keep the status as **awaiting agent** or mark the ticket as **resolved** after you reply.

You can also change the assigned agent.

**Snippets** speed up the entry of phrases or replies you use repeatedly.

The screenshot shows the 'Ticket Snippets' window with a list of snippets under the 'Troubleshooting' category:

- Have you tried turning it on and off again?
- Standard greeting: Greetings valued customer!

Click to insert snippet into current message

Edit snippet

Use the **Attach** button to add attachments, or just drag files onto the reply box. You can paste images with Ctrl-V if you use Chrome or Firefox.

acme-gyroc...ua1-v2.2.pdf

The screenshot shows the 'REPLY' interface with a text area containing the text: "I will have one of our agents check with our supplier." Below the text area is a dropdown menu for setting the ticket status:

- Reply and set a status:
- Awaiting User (checked)
- Awaiting Agent
- Resolved

At the bottom, there are buttons for "Send Reply as Awaiting User" and "Send Reply as Awaiting Agent", and checkboxes for "Agent: Me", "Team: 1st Level Support", "Close Tab", and "Email User".

Set ticket status after reply

Set assigned agent after reply

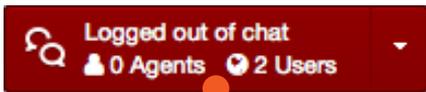
Write your reply to the user here

You can write a **note** which is visible only to other agents, but not to the user. Just click on the **Note** tab.

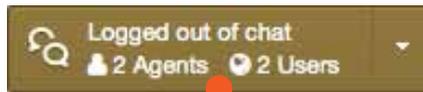
The screenshot shows the 'NOTE' interface with a text area containing the text: "I called this user to follow up; he seems interested but do NOT bring up the topic of flightless birds as it gets him very agitated."

# The Chat App

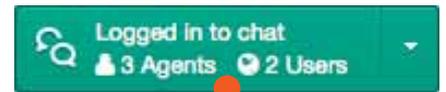
Users can initiate a real-time chat conversation from your web portal or website. You can sign in and out of the chat system using the pull-down menu in the toolbar.



No agents logged in; chat is disabled



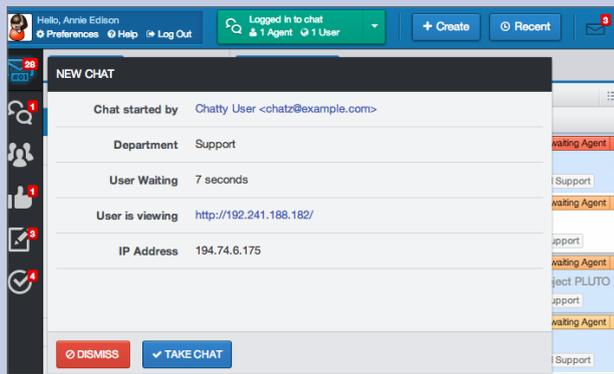
You are logged out, but other agents are logged in



You are logged in to chat

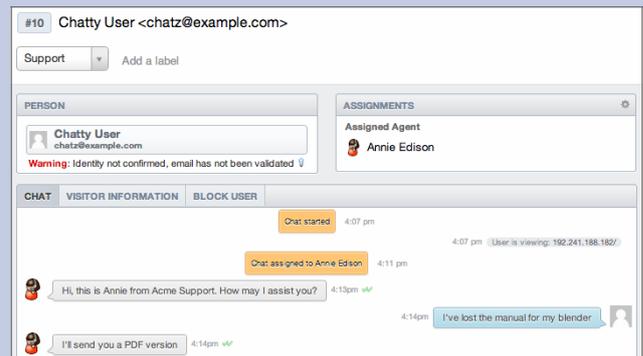
## New chat

When a user initiates a chat, you will see a **New Chat** notification at the upper left of the interface.



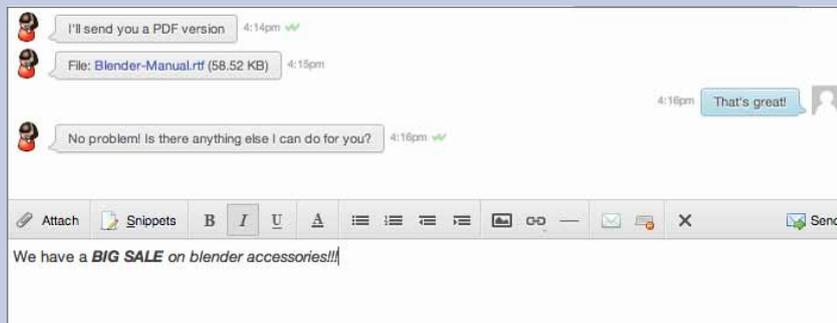
## Chat accepted

If you accept the chat, it opens in the content pane.



## Chat format

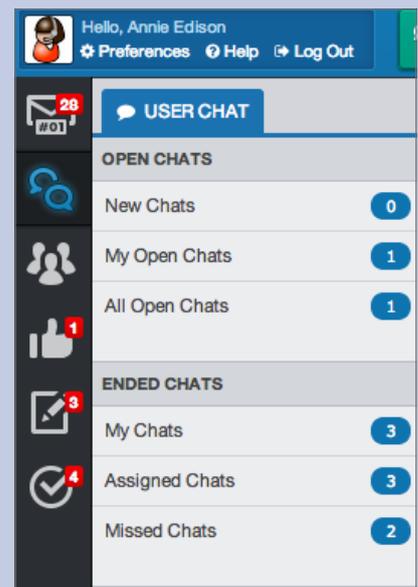
Chatting works much like any instant messaging service.



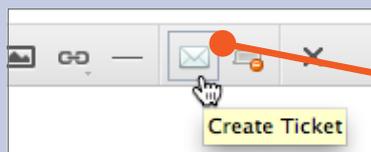
You can format your messages, send attachments and use snippets just as you do when replying to a ticket.

## Chat app

You can use the Chat app to accept open chats, or view missed chats and the content of closed chat sessions.



## Creating a linked ticket from a chat



Use this button while chatting to create a ticket linked to the chat. This is particularly useful if an issue raised in chat needs to be followed up

You can also create a linked ticket from a closed or missed chat





# The CRM App

The DeskPRO CRM app helps you keep track of your users.

## User records

You can see detailed user information by clicking on a user's name in various places:

ID: 39 Rocket sled refuelling problem

Sue Cheam (suey333@example.com) Add CC

Ticket

#39 Rocket sled refuelling problem

Sue Cheam <suey333@example.com>

Department: Support Agent: Annie Edison Agent Team

List pane

#11 Sue Cheam <suey333@example.com>

Support Add a label

PERSON

Sue Cheam (suey333@example.com)

Chat

Sue Cheam #22 Sue Cheam regular

Create Ticket Merge Login As User More

SUMMARY

CONTACT INFORMATION

suey333@example.com Download vCard

ORGANIZATION

USERGROUPS

Registered

PROPERTIES

Timezone UTC (GMT +0)

Local Time Thur, 12th Jun 2014 3:58pm

TICKETS

#39 Rocket sled refuelling problem Awaiting Agent 1

#79 test Awaiting User

NOTES ACTIVITY STREAM DETAIL

NEW NOTE

Users can belong to **organizations** and **usergroups**. Edit them with these cogs.

## Usergroups & organizations

CRM SEARCH

PEOPLE

Registered 25

Troublemakers

VIPs 6

LABELS

CLOUD LIST

early-adopter regular

recurring problems

painful help expert

ORGANIZATIONS

Organizations 3

Usergroups

"VIPs" usergroup

6 PEOPLE

Ordered by Date Created

Orlando Frumious <user@example.com> Archon

Tickets: 3 Labels: expert English

Ernold Same <user7@example.com> Archon

Tickets: 5 English

Chatty User <c.cathar@example.com> Desk

Tickets: 2 Labels: recurring problems English

Brian Coyote <coyote1@example.com> Archon

Tickets: 0 English

**Usergroups** affect what the user can do with tickets, chat and web portal content – your administrator decides the settings.

3 ORGANIZATIONS

Ordered by Name

Project PLUTO

Members 3

Ace Tomato

Members 4

DHARMA

Members 2

Showing results 1-3 of 3

**Organizations** track who the user works for. DeskPRO can automatically assign users to an organization based on their email addresses.

## More functions

Open an organization in the content pane to access more functions:

Click this flag to make user a **manager** - they can now see *all* tickets for the organization.

MEMBERS 4 TICKETS 0

Add a person to this organization

Suzie Blank CTC

Brian Coyote Junior IT Tech

Orlando Frumious Doorman

Ernold Same No position set

EMAIL DOMAIN ASSOCIATIONS

Users with emails at these domains will be automatically associated with this organization.

cia.gov

USERGROUPS

VIPs

Troublemakers

Add everyone in the company to a certain **usergroup**



# The Feedback App

Users can submit feedback, such as ideas for new products or suggestions for how to improve your services, through your web portal. Other users can vote on this feedback, enabling you to crowdsource the most popular ideas.

## Feedback types

Feedback

These suggestions have been submitted by customers like you; we encourage you to discuss and vote on those you agree with and to submit your own suggestions if the idea is not already listed.

I have a... ✓ Suggestion Feature Request **Bug Report** Complaint Go

There are 5 items of feedback

Feedback types are set by your administrator

Filter feedback by type

You may need to approve feedback and comments before they are shown on the portal.

Number of votes for each item

FEEDBACK SEARCH 3 SUBMISSIONS

PENDING

Feedback to Validate 1

Comments to Review 0

STATUS	TYPE	LABELS
New		2
<b>Active</b>		<b>3</b>
Planning		1
Started		1
Under Review		1
Kickstarter		0

Ordered by Votes

All 3 Bug Report 1 Suggestion 2

0 selected Perform Actions

1 Bigger rotors  
Type: Suggestion Date Created: Apr 16 2014

1 Free cookies in all packaging  
Type: Bug Report Date Created: Jun 11 2014

1 New module?  
Type: Suggestion Date Created: Jun 11 2014

Showing results 1-3 of 3

## Feedback statuses

Free cookies in all packaging Shade-line Why!!!!???

#3 Free cookies in all packaging

dumb

Under Review Type: Suggestion

New

**Active**

Planning

Started

Under Review

**Kickstarter**

Testing

Archived

free-cookies-in-all-packaging Edit Slug

1 vote +1

Annie Edison (adderallfan5gpa@example.com)

Delete Mark as spam Merge Copy permalink

MENTS (0) REVISIONS (1) RELATED CONTENT (0) SEARCH

Use cookies to fill up empty spaces in packaging

The **status** of feedback lets you track how your company is going to deal with each item.

You can change the status by opening an item of feedback in the content pane, or with mass actions in the filter pane.

**Active** statuses mean that your company is acting on the feedback, or at least considering it.

**Archived** statuses mean that the feedback has been dealt with, either acted on or rejected.



# The Publish App

The Publish app is where you manage the content available on your web portal.

- **Knowledgebase** articles are used for help or how-to information. You can organize them into categories. Articles are formatted with rich text, and can include images and attachments. You can quickly create an article based on a ticket to help other users with the same problem.
- **News** posts are designed for announcements. They're displayed on the portal with the most recent post first, like blog entries.
- **Downloads** are files you want to make available to your users (such as electronic manuals, product brochures, or software).
- **Glossary** items are terms you want to define for users, for example because they're technical jargon or product names. When a glossary term first appears in a knowledgebase article, users can mouse over it to see the definition.

## Knowledgebase

The navigation menu shows sections for PUBLISH, PENDING (3 articles), KNOWLEDGEBASE, TRANSLATIONS, NEWS, DOWNLOADS, and GLOSSARY. Under KNOWLEDGEBASE, categories include Troubleshooting (3), Getting Started (3), General (4), Choosing a Product (1/6), Robots (3), and Vehicles (2). Under TRANSLATIONS, there are 161 untranslated articles.

Articles that need to be written

There are 6 articles in this category, with 1 at the top level and 5 in subcategories

If you are viewing a ticket and decide that an article should be created to explain the problem, you can use the **Actions** button to create a **pending article** linked to that ticket.

To create a new article from scratch, use the **Add** button in the content pane.

The article list view shows 3 articles under the 'GETTING STARTED' category. The first article is 'Missing pieces' by Annie Edison, dated Jun 3 2014. There are buttons for 'Published', 'Author Annie Edison', and 'Date Created Jun 3 2014'. A 'Perform Actions' button is also visible.

Click on the category name in the list pane to delete or re-arrange the category and change usergroup permissions.

The 'DELETE CATEGORY' modal shows options to delete or edit the 'Getting Started' category. The 'EDIT CATEGORY' section shows the title 'Getting Started' and permissions for Everyone, Registered, VIPs, and Troublemakers. The 'REORDER CATEGORY (DRAG & DROP)' section shows a list of categories: Troubleshooting, Getting Started, General, and Choosing a Product.

The 'Add Category' modal shows the 'PROPERTIES' section with the title 'Secret codes' and parent category 'General'. The 'Permissions' section has checkboxes for Everyone, Registered, VIPs, and Troublemakers, with VIPs and Troublemakers selected.

You can choose to make a category visible only to members of certain usergroups. In this example, all content within the "Secret Codes" category will be visible only to users from the "Troublemakers" and "VIPs" usergroups.

By default, a new article will be published on creation. If it's not ready yet, you can set its status as **Draft** – so it goes to the Pending section – or **Unpublished**.

Open an article in the content pane to change its status or category. An article that has been published can be set to **Archived** if it is out of date.

In the **Properties** tab of an article, you can set an automatic unpublish date. This is useful to make sure you review articles regularly or to remove aged content.

### News and Downloads

Expand or collapse sections with these

Creating News and Downloads and arranging them into categories works a lot like creating Knowledgebase articles.

News posts are displayed on the portal in reverse chronological order.

A Download is a single file with a description. You can use downloads to offer manuals, brochures, software drivers etc.

### Glossary

When you add a glossary word, it will be defined for users the first time it appears in a Knowledgebase article.

Press Tab to switch to writing the definition

Users see



# The Tasks App

The Tasks app allows you to track and assign agent tasks.

You can create a task from the **+ ADD** button in the content pane.

**Creating tasks from tickets**

You can also create a task from a ticket:

Assigned agent

The screenshot shows a ticket titled "Parts for redundant model" with ID 40. The assigned agent is Maria (maria1961@example.com) under Project PLUTO. The ticket status is "Awaiting Agent" with 4 items. Below the ticket details are tabs for "PROPERTIES", "TASKS (0)", "SLAS", and "FILLING & TIME LOG". The "TASKS (0)" tab is active, showing a search bar with the text "Search the warehouse for a 201 valve" and filters for "No due date", "Public", and "Me".

TASKS	
TASKS	
<b>My Tasks</b>	1
Overdue	0
Due Today	1
Due In Future	0
<b>My Teams's Tasks</b>	0
Overdue	0
Due Today	0
Due In Future	0
<b>Tasks I Delegated</b>	3
Overdue	0
Due Today	3
Due In Future	1
<b>All Tasks</b>	4
Overdue	0
Due Today	4
Due In Future	0

By default, a task you create is assigned to you, but you can assign it to other agents.

Tasks can either be **Public** (visible to all) or **Private** (visible only to you and the agent assigned the task).

Tasks you assigned to other agents

## Learning more about DeskPRO

We hope you found this quick overview of the DeskPRO agent interface useful. We designed the agent interface to let you work as quickly and efficiently as possible; there are a lot more features and options for power users than we could show you here.

For an in-depth guide to using DeskPRO as an **agent**, read the [DeskPRO Agent Manual](#), available as a PDF from the Downloads section of [support.deskpro.com](http://support.deskpro.com).

If you need to set up and configure a DeskPRO helpdesk as an **admin**, we recommend you read the [DeskPRO Admin Manual](#), which is available from the same place.

Our Support Center at [support.deskpro.com](http://support.deskpro.com) also has an extensive collection of articles which cover topics beyond the scope of the manuals, like troubleshooting specific problems, and advanced topics like the DeskPRO API.

If you run into a problem that you can't resolve with the resources above or by asking your admins, please email us at [support@deskpro.com](mailto:support@deskpro.com).



**Admin:** staff member within your organization who has administrator access to configure and customize your helpdesk.

**Agent:** staff member within your organization who uses DeskPRO to provide help.

**Article:** in the context of DeskPRO, an article refers to a **Knowledgebase** article.

**Assignment:** a ticket can be assigned to an agent or a team (or both) to specify who is responsible for that ticket.

**CC:** a user who is CCed on a ticket will receive notifications about its progress. The equivalent for agents is **following**.

**Chat:** real-time text messaging between agents and users; may be available to users from the web portal or integrated into a website.

**CRM:** the app used for managing users and assigning them to **organizations** and **usergroups**; short for **Customer Relationship Management**.

**Downloads:** files you provide to users through your web portal; e.g., software drivers or product manuals; maintained in the **Publish** app.

**Feedback:** crowdsourced suggestions from users submitted through your **web portal**; e.g. a feature request or new product idea.

**Following:** an agent added as a follower of a ticket can get notifications and see it in the **Tickets I Follow** filter; useful for keeping track of a ticket without being assigned to it.

**Glossary:** part of the **Publish** app used to maintain definitions of terms which are automatically displayed in **knowledgebase** articles.

**Knowledgebase:** part of the **web portal** which contains help **articles**.

**News:** part of the **web portal** which displays news posts chronologically.

**Organizations:** used to track the company or other enterprise a user belongs to; you can assign users to organizations using the **CRM app**, or DeskPRO can automatically assign users to an organization based on email address.

**Permissions:** settings which control what an agent or user can do with DeskPRO; your agent permissions are set by your admins and might, for example, prevent you deleting tickets; a user's permissions depend on their **usergroup**.

**Publish:** the app used to maintain content for the web portal: Knowledgebase articles, news posts, downloads and glossary entries.

**SLAs:** short for Service Level Agreements; goals for dealing with tickets that your helpdesk aims to meet, e.g. that you must reply to a new ticket within 4 hours; shown in the **Tickets** app.

**Snippets:** short pieces of text which you can quickly insert into messages to users; useful to save time entering standard greetings, phrases, "canned answers" etc.

**Status:** used to track who needs to act on a ticket next: **awaiting agent** means the helpdesk must do something related to that ticket; **awaiting user** means the helpdesk is waiting for the user to reply; **resolved** means the issue that ticket represents has been resolved.

**Tasks:** an app used to track "to-do" items for agents.

**Teams:** agents are grouped into teams to enable group ticket assignment.

**Ticket:** represents a user question, problem or complaint; can be created automatically from incoming user email, or by a user from the **web portal**, or by an agent on a user's behalf.

**User:** one of the people the helpdesk is trying to help.

**Usergroup:** users belong to usergroups which determine what they are allowed to do and see when interacting with DeskPRO; created by admins, assigned with the **CRM** app.

**Web portal:** the user-facing web interface of DeskPRO – can be integrated into your own website; help information on the portal is maintained using the **Publish** app.