Understanding Notifications in Deskpro

Eloise Rea - 2025-03-13 - Commentaire (1) - General

Notifications in Deskpro help you stay on top of important updates without overwhelming you with unnecessary alerts. The key to managing your notifications effectively is understanding how they are linked to **queues**.

How Queues Affect Your Notifications

In Deskpro, **queues** are used to organize tickets based on specific criteria, such as department, status, or urgency. Your notification settings are directly tied to these queues, ensuring you receive updates relevant to your work.This means:

- Whenever a ticket in your subscribed queues is updated or assigned, you can receive notifications tailored to your preferences.
- Each queue offers customizable notification options, allowing you to choose which updates matter most to you.

Customizing Your Notification Settings

You can find and adjust your notification options under **Agent Preferences**. To access them:

1. Click on your profile icon in the bottom left-hand corner of Deskpro.
2. Select **Preferences** from the dropdown menu.
3. Navigate to the **Notifications** tab to customize your settings.

To ensure you receive relevant alerts, you can adjust your notification preferences. Here's how:

1. **Subscribe to the Right Queues:** If you primarily handle VIP customer tickets, make sure you're subscribed to the VIP queue. This ensures you receive updates on high-priority issues while avoiding notifications for general inquiries.

2. **Choose Notification Methods:** Decide how you want to be notified—whether through email or browser alerts.

Note

If you need additional queue options, your account Admin can customize them to better fit your workflow.

Understanding how notifications work in Deskpro can help you stay efficient and avoid missing critical updates. By managing your queue subscriptions and notification settings, you can create a workflow that keeps you informed without unnecessary interruptions.

Take a moment to check your settings and make sure you're only getting the notifications that help you work smarter!