

Improved Documentation System

2015-03-06 - Ben Henley - Comments (0) - Product

We want to make sure that you can get the best out of DeskPRO, so we've improved the way we publish our manuals and other guides.

From now on, your new destination for DeskPRO documentation is manuals.deskpro.com.

DeskPRO Manuals & Guides



The image displays four distinct documentation landing pages for DeskPRO, each featuring a screenshot of the software interface at the top and a white content box below. The top-left page is for 'I'm an Agent', showing a list of tickets in the background. The top-right page is for 'I'm an Admin', showing a user management interface. The bottom-left page is for 'I want to make Reports', showing a dashboard with various charts. The bottom-right page is for 'I'm a Developer', showing a code editor or API endpoint list. Each page includes a 'View Online' button and a 'Download PDF' link, along with brief descriptions of the guides.

- I'm an Agent:** Agent QuickStart Guide. PDF guide to the basics of using the agent interface. This is automatically emailed to new agents. Get the Agent Manual. View Online. Download PDF. Full details about how to use DeskPRO as an agent. Master DeskPRO's market-leading productivity features!
- I'm an Admin:** Get the Admin Manual. View Online. Download PDF. Everything you need to know about setting up & administering a DeskPRO helpdesk. Just getting started? Installing DeskPRO Download. Launching Your Helpdesk - quick 7-step guide.
- I want to make Reports:** (Content partially obscured)
- I'm a Developer:** (Content partially obscured)

You'll find greatly improved online versions of all the manuals. They're now fully searchable, and you'll find it easier to link to specific sections or bookmark them for future reference.

(And if you prefer PDFs, don't worry - you'll find PDF versions of the manuals there too).

Of course, we'll still be updating our [Knowledgebase](#) with useful articles that fall outside the scope of the manuals, like FAQs, troubleshooting help, and configuration examples.

Where did the Install Manual, Importer Manual and Update Manual go?

We've moved the content of those manuals into the Admin manual.

Where did the PDFs go?

We used to host the old PDF manuals on the Download section of our portal. Now they'll be available on manuals.deskpro.com.

I've found a mistake, formatting error or something missing!

Email support@deskpro.com to report any problems.