

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 screenshots of the DeskPRO documentation system, each representing a different user role:

- I'm an Agent:** Features a "Agent QuickStart Guide" PDF, a "Get the Agent Manual" button, and a "View Online" button. It also includes a "Download PDF" link and a note that full details are available about using DeskPRO as an agent.
- I'm an Admin:** Features a "Get the Admin Manual" button, a "View Online" button, and a "Download PDF" link. It includes a note about everything needed for setting up and administering a DeskPRO helpdesk, and links for "Just getting started?" such as "Installing DeskPRO Download" and "Launching Your Helpdesk - quick 7-step guide".
- I want to make Reports:** Features a bar chart and a "Reports" section.
- I'm a Developer:** Features a "DeskPRO API" section with a list of API endpoints and a "View Online" button.

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!

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