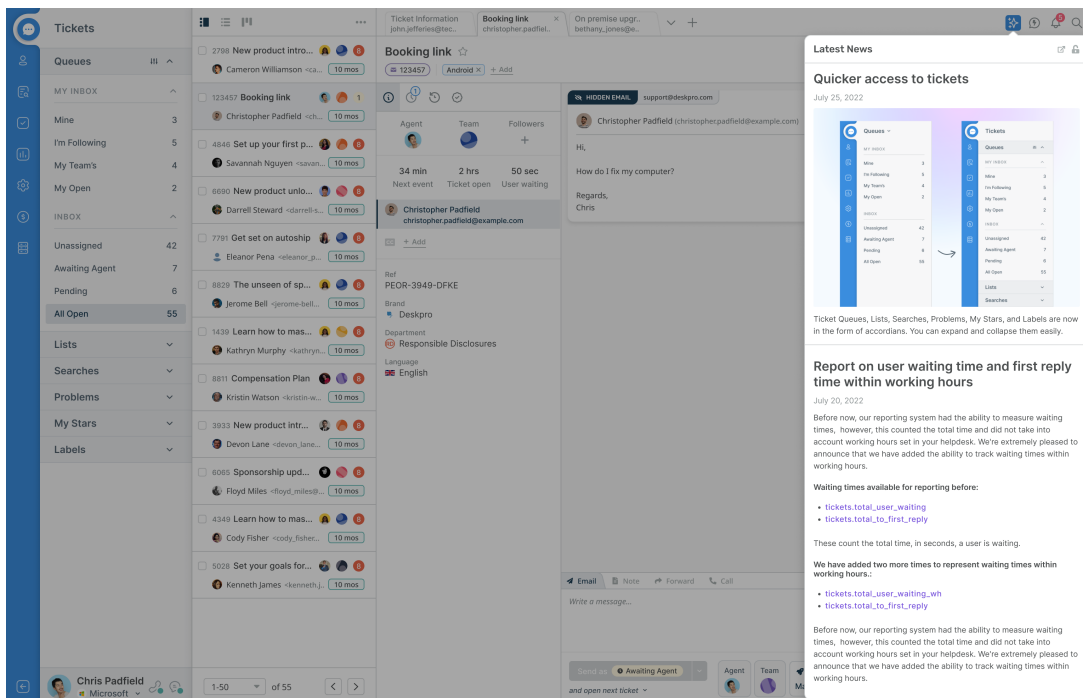


Stay up to date with all of Deskpro's recent changes

2022-08-30 - Lara Proud - Comments (0) - Product (Agent)

In addition to our Latest Updates pop up, we are announcing our brand new **Recent Changes** App! You can find a complete list of all the newest features that have been released via the App in the Agent interface




The screenshot shows the Deskpro Agent interface. On the right side, a 'Latest News' app is open, displaying a 'Quicker access to tickets' section. This section shows a table of ticket categories and counts:

Category	Count
My Inbox	3
Mine	3
I'm Following	5
My Teams	4
My Open	2
Unassigned	42
Awaiting Agent	7
Pending	6
All Open	55

Below this table, there is a section titled 'Report on user waiting time and first reply time within working hours' dated July 20, 2022. It includes a list of metrics for reporting:

- tickets.total_user_waiting
- tickets.total_to_first_reply

The background of the screenshot shows the main agent interface with a list of tickets on the left and a chat window on the right.

Access the app by clicking on the  icon in the top right-hand corner of the interface (next to Agent IM). From the app, you will see a continuous feed of all the latest changes and features that are available on your helpdesk.

You can scroll through the list in the app and see all the new functionality we have added to Deskpro, or you can view the updates in the Help Center by clicking on the redirect arrow icon in the top corner.