

## We have a new way of communicating our latest product updates

2022-08-25 - Lara Proud - Comments (0) - Product (Agent)

Our brand new Latest Updates pop up will now alert you to any changes, updates, or new features that we've rolled out since you last logged in to Deskpro!

Navigate through our announcements using the 'Next' button below, which will take you through all the updates we've made in your helpdesk since you last logged in.

Learn more.' The screenshot shows two side-by-side panels. The left panel is titled 'Queues' and shows a list of categories: MY INBOX, Mine (3), I'm Following (5), My Team's (4), My Open (2), INBOX, and Unassigned (42). The right panel is titled 'Tickets' and shows a list of categories: Queues, MY INBOX, Mine (3), I'm Following (5), My Team's (4), My Open (2), and INBOX. At the bottom of the pop-up, it says '1 of 8' and has a 'Next' button." data-bbox="161 401 846 757"/>

Latest updates from Deskpro

### Quicker access to tickets

Ticket Queues, Lists, Searches, Problems, My Stars, and Labels are now in the form of accordians. You can expand and collapse them easily. [Learn more.](#)

Category	Count
MY INBOX	
Mine	3
I'm Following	5
My Team's	4
My Open	2
INBOX	
Unassigned	42

Category	Count
Queues	
MY INBOX	
Mine	3
I'm Following	5
My Team's	4
My Open	2
INBOX	

1 of 8 [Next](#)

We created this feature to help us communicate with our customers better and to ensure you're made aware of all the changes we are making to your interface.

This pop up will reveal everything you need to know about the latest updates to our product that you can start using immediately.