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Which version of Deskpro am I using?

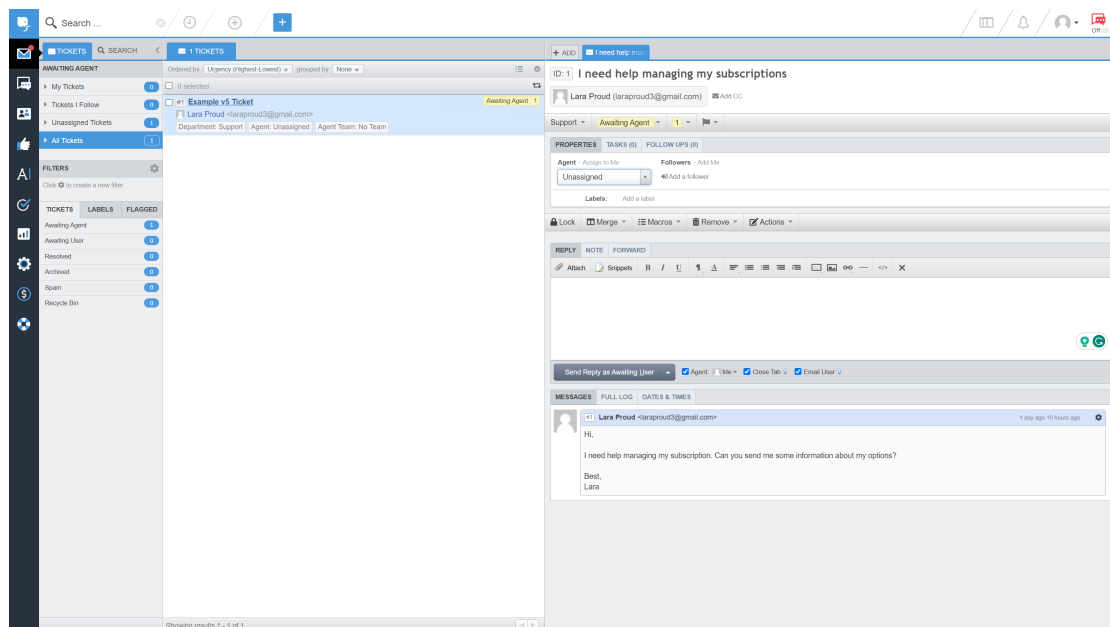
Lewis Stonier - 2023-05-10 - (0) megjegyzés - [Using Deskpro](#)

Please see the below screenshots of the Admin interfaces of the different versions of Deskpro. You can use these to identify which version of Deskpro you are currently using:

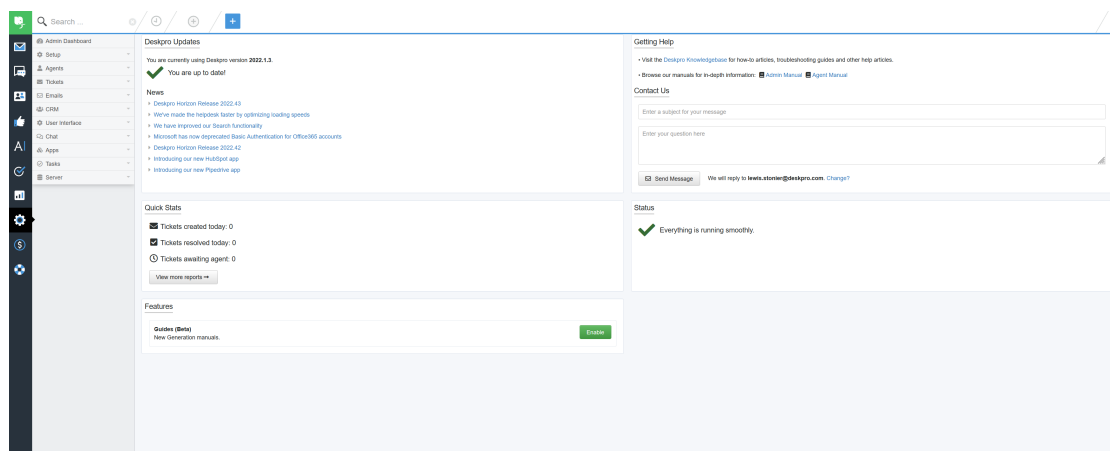
If you are using a version of Deskpro older than Legacy, [contact support](#) for details on how to upgrade.

Deskpro Legacy (Version 5)

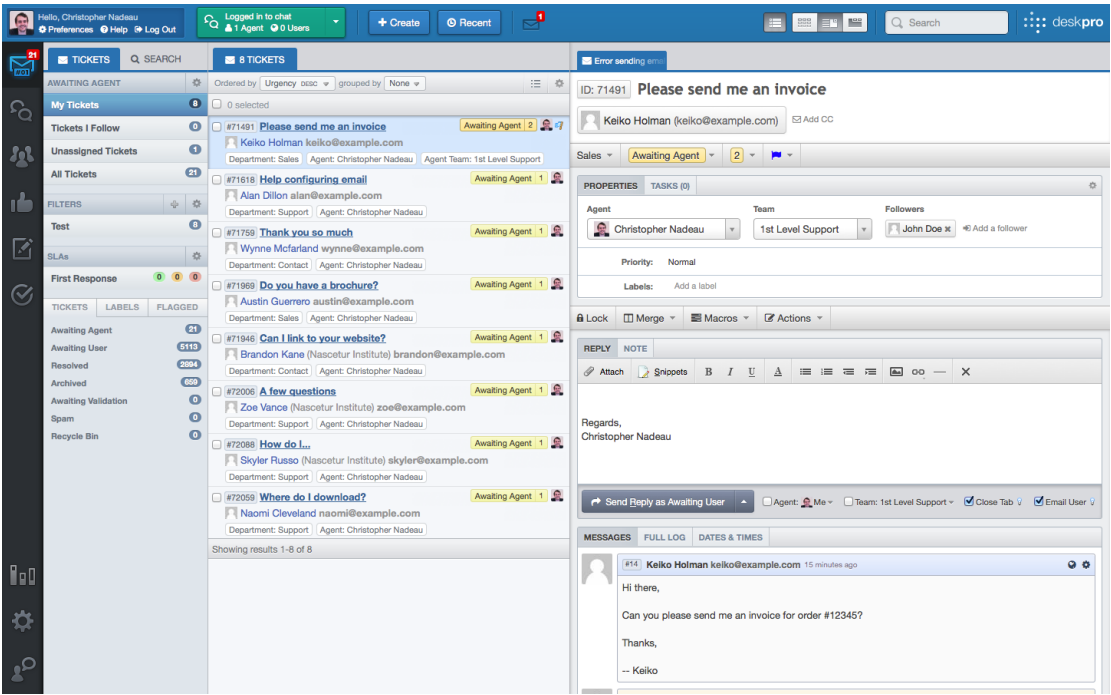
Agent Interface:



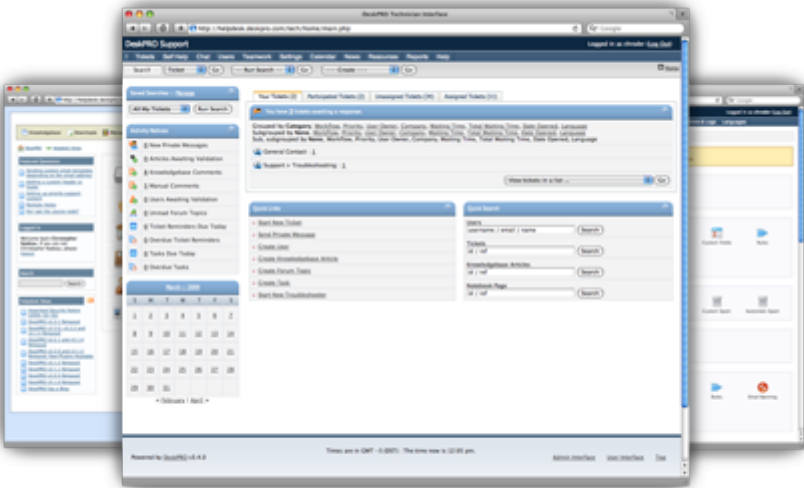
Admin Interface:



Deskpro Version 4



Deskpro Version 3



Deskpro Horizon (Version 6)

Agent Interface:

Tickets

Queues

MY INBOX

Mine15

I'm Following0

My Team's24

My Labeled3

Starred2

My Open28

INBOX

Unassigned4

Awaiting Agent27

SLA Failed2

Labeled6

Open Problem3

All Open28

Lists

Search

Problems (4)

My Stars

Labels

ID

Subject

Agent

User

Date Last Reply

42

Lara Proud <lara.proud@deskgro.com>

Lara Proud

Lara Proud <lara.proud@deskgro.com>

2 wks

37

User called in, says their order isn't going through on the website?

Lara Proud

Harry Moore <h.moore@example.com>

5 mos

32

New SMS from +447969236608

Lara Proud

Audrey Merivale <audrey.m@example.com>

3 mos

27

Paul Davies <paul.davies@deskgro.com>

Lara Proud

Paul Davies <paul.davies@deskgro.com>

6 mos

25

Pwrt: Need a new laptop

Lara Proud

Jason Patrick <jpatrick@deskgro.com>

6 mos

24

Request for new Phone

Lara Proud

Hannah Scott <hannah.scott@deskgro.com>

3 mos

21

I'm having an issue with my boiler

Lara Proud

Dora Planter <dora.planter@example.com>

3 mos

20

Hannah Scott <hannah.scott@deskgro.com>

Lara Proud

Hannah Scott <hannah.scott@deskgro.com>

6 mos

16

Issue with boiler

Lara Proud

Hannah Scott <hannah.scott@deskgro.com>

3 mos

13

Password reset email not working

Lara Proud

Greg Davies <greg.davies@example.com>

3 mos

9

Will your new pricing impact our account?

Lara Proud

Sally Hill <s.hill@energys.co>

3 mos

8

I want to create another account

Lara Proud

Kevin Smith <k.smith@221b.com>

3 mos

7

I've forgotten my password

Lara Proud

Shirley Walters <shirley.walters@221b.com>

3 mos

5

I've referred a customer

Lara Proud

Henry Bennett <henry.bennett@energys.co>

3 mos

4

Change payment information

Lara Proud

Agatha Bardle <agathabardle@221b.com>

3 mos

Lara Proud

Baker S...

Items per page: 50

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Admin Interface:

OVERVIEW

- [Dashboard](#)
- [CONFIGURATION](#)
- [CHANNELS](#)
- [AGENTS](#)
- [HELP CENTER](#)
- [TICKET STRUCTURE](#)
- [FEATURES](#)
- [BUSINESS RULES](#)
- [CRM](#)
- [APPS & INTEGRATIONS](#)
- [DATA](#)

Welcome to Deskpro

Vist the [Deskpro Knowledgebase](#) for how-to articles, troubleshooting guides and other help articles.
Browse our manuals for in-depth information: [Admin Manual](#), [Agent Manual](#)

[Ask a question](#)

Quick stats

Awaiting Agent Tickets	Online Agents	New Tickets Today	New Chats Today	New Calls Today	Resolved Today	Satisfaction today
27	1	0	0	0	0	-

[Reports](#)

Welcome back, Lara Proud

You last logged in 1 minute ago from 217.19.85.210.

Billing

Your billing settings are normal. Everything's good.

Agents (14)

Lara Proud
[lara.proud@deskpro.com](#)

Sherlock Holmes
[sherlock.holmes@bakerstreet.com](#)

Mycroft Holmes
[mycroft.holmes@bakerstreet.com](#)

Greg Lestrade
[greg.lestrade@bakerstreet.com](#)

Hannah Scott
[hannah.scott@deskpro.com](#)

James Moriarty
[james.moriarty@bakerstreet.com](#)

John Watson
[j.watson@bakerstreet.com](#)

Martha Hudson
[martha.hudson@bakerstreet.com](#)

+ Bulk Add Agent

Invite Agent

Full name:

Email:

Add Agent Cancel

Bulk Add Agent

+ Bulk Add Agent

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