

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 landing pages for DeskPRO documentation, each featuring a screenshot of the software interface at the top and a white content box below. The content boxes are designed to guide users to relevant manuals and guides based on their role.

- I'm an Agent:** Promotes the **Agent QuickStart Guide** as a PDF guide for new agents. It includes a **View Online** button and a **Download PDF** link. The text states: "Full details about how to use DeskPRO as an agent. Master DeskPRO's market-leading productivity features!"
- I'm an Admin:** Promotes the **Admin Manual**. It includes a **View Online** button and a **Download PDF** link. The text states: "Everything you need to know about setting up & administering a DeskPRO helpdesk." It also lists "Just getting started?" guides: **Installing DeskPRO Download** and **Launching Your Helpdesk - quick 7-step guide**.
- I want to make Reports:** Promotes guides for generating reports, featuring a bar chart icon.
- I'm a Developer:** Promotes the **DeskPRO API** documentation, featuring a code icon.

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.

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