What are the different interfaces in Deskpro?

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Deskpro has five interfaces:

- The **Help Center** is the end-user-facing platform that hosts support content and contact forms. The address for the help center is typically *yourcompany.deskpro.com* or *portal.yourcompany.com*, but you can customize it to your own domain. The Help Center is disabled by default but can be enabled from the **Admin Interface**. See the Overview of Help Center for details.
- The **Agent Interface** is where your Agents will reply to Tickets, Chat with Users, create Help Center content, etc. The address for the Agent Interface is the same as the Help Center but with the addition of /app at the end. See the Overview of the Agent Interface for details.
- The **Admin Interface** is where helpdesk administrators set up and configure Deskpro. Only Admins can access the Admin Interface. The address for the Admin Interface is the same as the Help Center but with the addition of /app#/admin/ at the end.
- The **Reports Interface** allows you to generate detailed tables and graphs about your helpdesk. Agents may be granted access to the Reports Interface. The address for the Reports Interface is the same as the Help Center but with the addition of /app#/reports/ at the end.
- The **Billing Interface** is used by Admins to pay for and manage their Deskpro license.

Tag

Interface