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

2022-08-30 - Lara Proud - [Commenti \(0\)](#) - [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 displays the Deskpro Agent interface. On the left is a sidebar with navigation options: Tickets, Queues, MY INBOX, Mine, I'm Following, My Team's, My Open, INBOX, Unassigned, Awaiting Agent, Pending, All Open (55), Lists, Searches, Problems, My Stars, and Labels. The main area shows a list of tickets with details for a selected ticket (Ticket ID: 123457) including agent information (Christopher Padfield), booking link, and status (Ticket open). A 'Recent Changes' app overlay is visible on the right, titled 'Latest News' and 'Quicker access to tickets'. It features a 'Ticket Queues, Lists, Searches, Problems, My Stars, and Labels are now in the form of accordions. You can expand and collapse them easily.' section, followed by a 'Report on user waiting time and first reply time within working hours' section dated July 20, 2022. This section explains that the reporting system now measures waiting times within working hours, providing a more accurate picture of user experience. It lists the metrics available for reporting: tickets.total_user_waiting, tickets.total_to_first_reply, tickets.total_user_waiting_wh, and tickets.total_to_first_reply_wh. The app also mentions that these metrics now account for working hours set in the helpdesk, which was not previously the case.

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.