

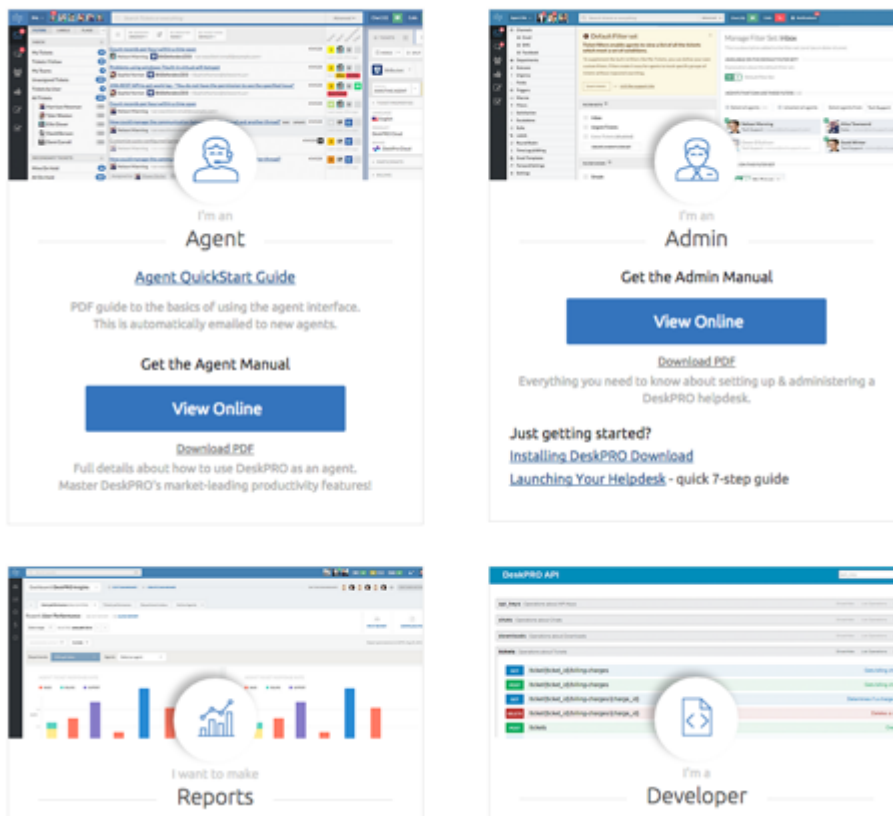
Improved Documentation System

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 panels of documentation for different user roles in DeskPRO:

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

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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