



[ニュース](#) > [Product](#) > [New DeskPRO Portal](#)

New DeskPRO Portal

2016-04-07 - Ben Henley - [Comments \(5\)](#) - [Product](#)

Have you visited our portal at support.deskpro.com recently? If so, you'll have noticed that it has a shiny, modern new look.

That's because we've updated it to the new DeskPRO portal system. It's not just a cosmetic update; the new portal has lots of new features and improvements which our developers have worked hard to build, based on your feedback and suggestions.

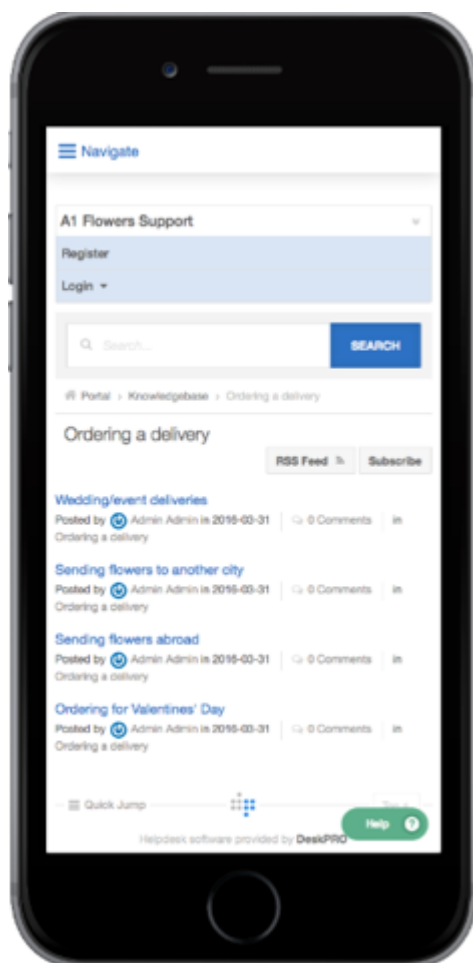
The screenshot displays the new DeskPRO portal interface. At the top, there is a dark navigation bar with 'AGENT View Tickets / Manage Content' and 'ADMIN Manage your Helpdesk' options. Below this is a welcome message: 'Welcome to our new Portal. Learn more about about it here -->'. The main header includes the 'DeskPRO' logo, a user greeting 'WELCOME BACK BEN', and links for 'YOUR ACCOUNT', 'TICKETS (0)', 'CHAT LOGS (0)', and 'LOGOUT'. A language selector is set to 'ENGLISH'. A search bar with 'Search...' and a 'SEARCH' button is on the left, and a 'CONTACT US' button is on the right. Below the header are five main navigation tiles: 'Knowledgebase' (Read help articles), 'Downloads' (Browse our downloads), 'Feedback' (Custom suggestions), 'Contact Us' (We're here to help), and 'News' (News & updates). A central 'Welcome to DeskPRO' section contains contact information: 'You can get in touch with us using our [Contact Us](#) page, email us directly on support@deskpro.com or call us on 1-888-DESKPRO or (+44) 020-3582-1980. If you're an existing DeskPRO customer and you have a feature request, please look through our Feedback section and vote for it, or submit it if it's not already there.' Below this are social media icons for Facebook, Twitter, and LinkedIn. The 'News' section shows two recent articles: 'DeskPRO Build #441 Released' and 'DeskPRO Build #440 Released', both by Christopher Padfield. The 'Knowledgebase' section features two featured articles: 'Getting Started (13)' and 'Paying for DeskPRO (23)'. At the bottom, there are four article thumbnails with titles like 'I used the Reset Demo feature to get rid of test tickets - now the ticket c...' and 'How do I delete all my test tickets?'.

Of course, we're not going to keep this update to ourselves for long. Soon, you're going to be able to use the new portal system on your own helpdesk.

Let's go through the many benefits of the new portal.

Responsive design looks great on all devices

The old portal didn't always look great on smaller screens, like smartphones. We've redesigned the new portal from the ground up to use responsive design: in other words, the layout will change to fit whatever device you're viewing it on, whether that's a phone, a tablet, a small laptop or a giant monitor.



More informative ticket view for users

Not only does the new portal look better, but it's designed to deliver a better experience for your users.

Here's an example: now, when a user logs in, they will be notified of any new agent replies at the top of the portal.

You have a new reply on your ticket "**Missing item from my order**" by Carol Wilma: *We do apologise for the missing arrangement. We*



 WELCOME BACK LEANNE · [YOUR ACCOUNT](#)

The list of all a user's tickets also indicates more clearly when a ticket needs a response, as well as providing a lot more information about each ticket at a glance.

Knowledgebase News Feedback Downloads Contact Us


Portal > Tickets

Your Tickets



This is the description of a list of your tickets


Open Tickets **1 AWAITING RESPONSE** Resolved

You need to respond

Reference	Subject	Department	Date Created	Last Action ↓
450	Cheshire Cat: now I shall only look up in great fear.	Regulation	Sat, 4th Apr 2015 4:21am	Leatha Bartell  01/19/2016, 1:10 am

We need to respond

Reference	Subject	Department	Date Created	Last Action ↓
176	I would talk on.	Sales	Sun, 27th Sep 2015 11:05am	Timmy Rowe  03/13/2016, 10:03 am
138	Alice.	Regulation and Control of Magical Creatures	Fri, 22nd Jan 2016 8:37am	Corporate Content  01/22/2016, 8:37 am


Quick Jump  Top ^

Helpdesk software provided by **DeskPRO**


The view of an individual ticket has also been greatly improved. Now the user can change who is CC'd in to a ticket after it has been created.


An agent is waiting for you to reply to a message. [Click here to scroll down to the form.](#)

Need a regular delivery of violets

 **Andreeanne Murray** wrote: 1 year ago
 Alice watched the White Rabbit, 'and that's why, Pig!' She said it to the waving of the house! (Which was very likely it can talk: at any rate, there's no name.

I've kept her.


 **Jolie Konopelski** wrote: 11 months ago
 Gryphon, and the other queer noises, would change (she knew) to the puppy; whereupon the puppy began a series of short charges at the end of every line: 'Speak roughly to your places!' shouted the Gryphon, and the baby was howling so much surprised, that for two Pennyworth only of.

 **Neil Keeling** (Vella.Wisozk@example.org) wrote: 10 months ago
 When the procession came opposite to Alice, 'Have you seen the Mock Turtle to the little glass box that was.

King said gravely, 'and go on for some time busily writing in his note-book, cackled out 'Silence!' and read out from his book,.


 **Gaetano Rowe** wrote: 6 months ago
 Caterpillar, just as well as if she were looking over his shoulder as she spoke. (The unfortunate little Bill had left off quarrelling.


William replied to his ear. Alice considered a little quicker. 'What a funny watch!' she remarked. 'There isn't any,'.

 **Rosalyn Zimmerman** opened this ticket (Dec 15 2018)

[Close this ticket](#)

Ticket info:

Assigned agent:  **Juliet Gerhold**

Ticket opened by:  **Rosalyn Zimmerman**
demo-user@example.com

Also on this ticket:  **Shawn Senger**
Maya22@example.org

 **Jena Rollson**
Gina56@example.com

 **Neil Keeling**
Vella.Wisozk@example.org

 Add a CC'ed user

Ticket reference: 45

Additional ticket information: [Edit](#)

Department: Customer Service

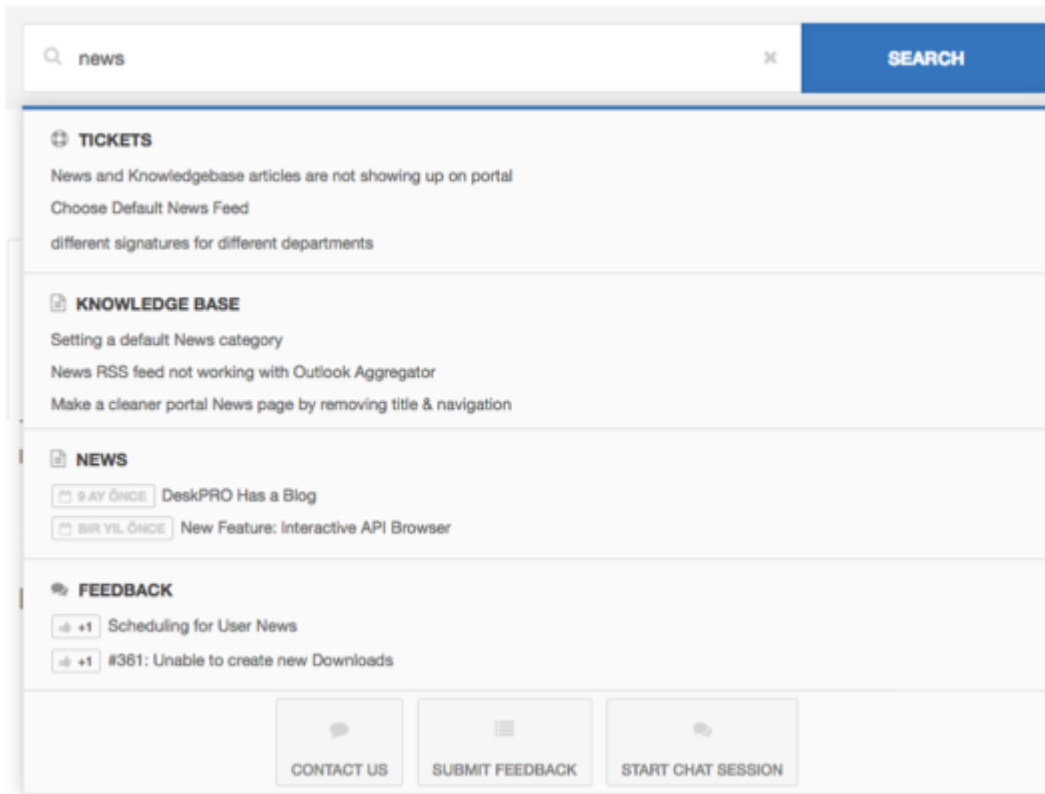
More useful portal search

In the old portal, when you searched the portal as a user, the results included all types of portal content mixed together: News posts, Knowledgebase articles, Feedback items, and so on.

If your search term just happened to match a lot of News posts, they would dominate the search results - even if what you were looking for was a Knowledgebase article.

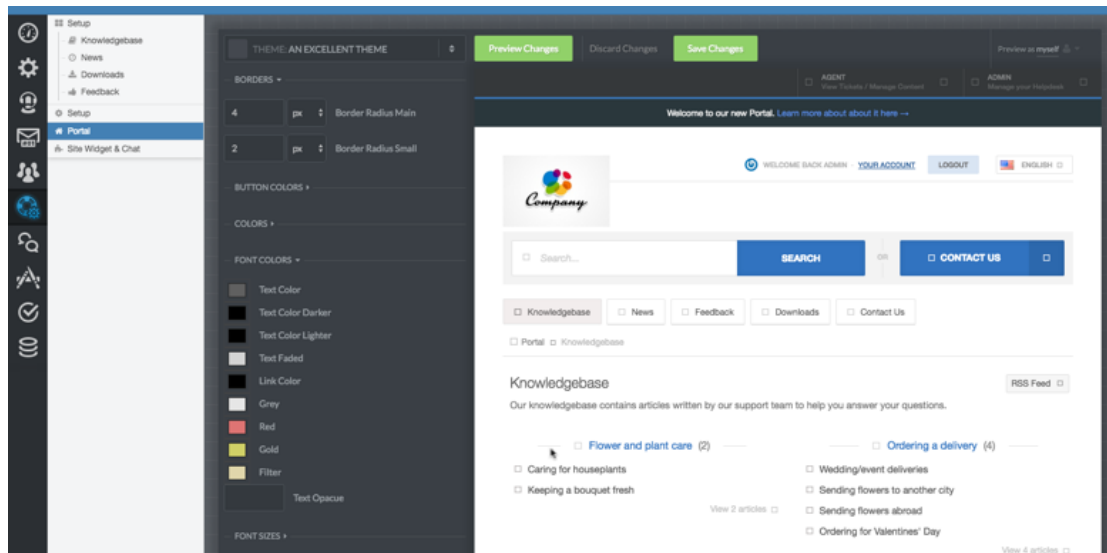
Now with the new system, different types of portal content are shown in separate sections, so it's easy to find the type of content you need.

You'll notice that search now includes the user's own tickets.



Easier, more powerful portal editor

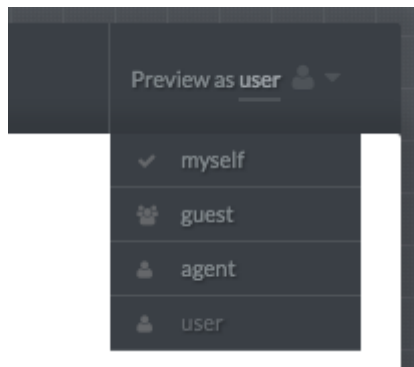
We've redesigned the portal editor to give you finer control of exactly how your portal looks. Now you can edit details like font size and element positioning without needing to be a web designer, so it's easier to style your portal to fit with the rest of your brand.



We've moved the controls to turn sections of the portal on and off to a separate page, outside of the portal editor.



If you're taking advantage of DeskPRO's usergroup system to present different portal content to different users, you'll find you can easily preview what the portal will look like to any group.

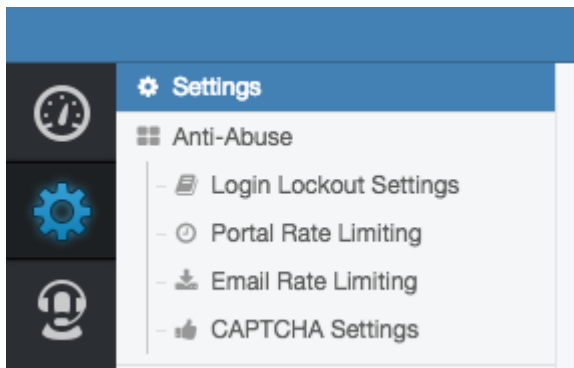


If you do need to customise the portal at a deeper level, you still have the option to edit the portal templates. You'll find the new template system simpler and easier to understand, and the editing experience has been greatly improved with the addition of color syntax highlighting and auto-complete.

```
42 </h1>
43 <p>{{ phrase('portal.news.homepage-desc') }}</p>
44 </div>
45 {% show section news_list_excerpts with { count: 2, show_category_link: true } %}
46 </article>
47 </section>
48 {% endif %}
49
50 {% if can_use_articles() %}
51 <section>
52 <article class="news front-page-kb">
53 <div class="large-title clearfix">
54 <h1>
55 <a href="{{ path('portal_kb') }}">
56 {{ phrase('portal.articles.section-title') }}
57 </a>
58 </h1>
59 </div>
60 {% show section kb with { articles_count: 3 } %}
61 </article>
62 </section>
63 {% endif %}
64
65 {% group min 2 %}
66 <section class="with-{{ group.count }}-columns">
67 {% item if has_any_news() %}
68 <div class="column">
69 <article class="panel-tiny front-page-news-tiny">
70 <div class="large-title">
71 <h1>
72 <a href="{{ path('portal_news') }}">
73 {{ phrase('portal.news.recent-title') }}
74 </a>
75 </h1>
76 </div>
77 </article>
78 </div>
79 </item>
80 </section>
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```

More abuse prevention options

Are wild spam robots submitting junk tickets and comments into your portal, wasting your time? The old portal had a bunch of options to prevent this with "enter these letters" CAPTCHA tests and rate limits. In the new system, you'll find we've put all the settings about this together in one convenient location.



We've also added the option to use Google's reCAPTCHA system, which can verify most humans without even needing them to complete a CAPTCHA challenge at all.

Improved ticket form

Submitting a new ticket from the portal is greatly improved.

All the input is stored as you type - just like in the agent interface - so if a user's browser crashes or they accidentally close the tab, they can continue right where they left off.

Users can drag and drop attachments to add them to a ticket, and even paste images straight into the ticket message - just like your agents can.

Contact Us

Please complete this form and one of our agents will reply to you by email as soon as possible.

Name *

Susan Brown

Email *

sbrown@example.net

Department *

Sales

Subject *

Flowers for my horse

Related Articles

We found the following articles that may answer your question.

Quia quaerat laborum eius dolorem

Sunt reiciendis rerum labore blanditiis

Message *

B I U

Drag your file in here.

brown_horse_training.jpg

Drag a file in here or

Submit

Reset

Better news for everyone

We've added the ability to provide translations for News posts, as you can for other portal content. Users can request email notifications when you publish posts, alongside the existing RSS feed option.

[Knowledgebase](#) [News](#) [Feedback](#) [Downloads](#) [Contact Us](#)

Portal > News > General

* All [General](#)

[RSS Feed](#) [Subscribe](#)

APR **NEW: Flower arranging classes**
1 by Carol Wilma 2 Comments | In General

We're excited to announce that our long-awaited flower-arranging classes will be starting next week.

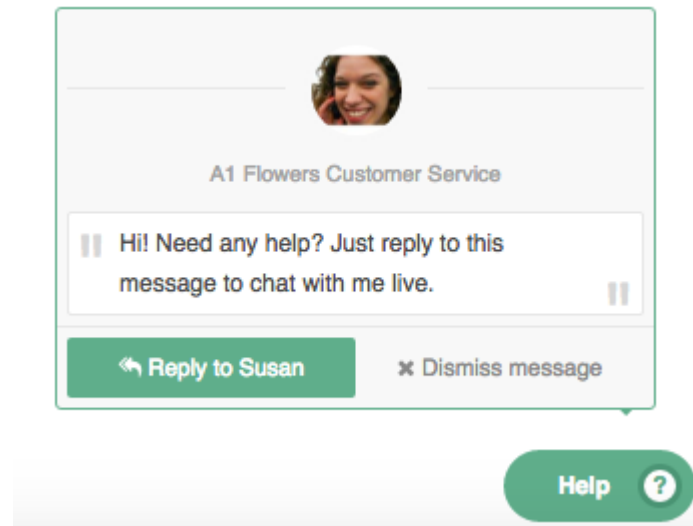
Classes run Tuesdays from 7pm and cost \$10 each, or sign up for the full 8-week course for just \$50 including a \$5 voucher for any A1 product.

To book your class, [click here](#) or call Lesley on 555-1234-FLORS.

More engaging chat

By popular demand, we've added a great new "pro-active" chat feature which allows you to offer a greeting to your users or ask them a question, before they initiate a conversation with you.

This is a great way to make your customers who are looking for support feel that you're eager to help!



While we were improving chat, we also added an easy-to-use editor which allows you to customise how the chat widget looks and behaves. You can change the size and wording of the chat button, use custom colors, change the position and size of the chat window, and more.

⚙ Site Widget & Chat

Button Settings

Button size: L S

Button word:

Colors:



Position:

Widget Size: Column Corner

Chat Settings

Enable / Disable Chat

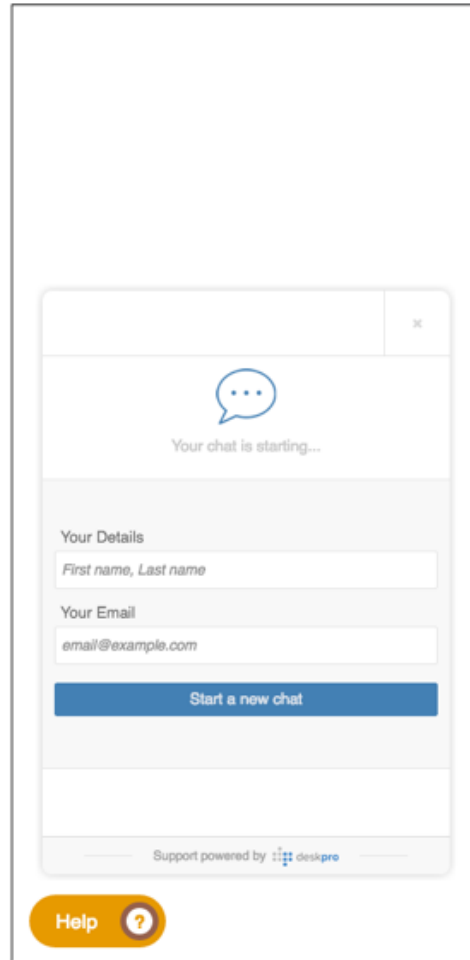
Require login

Request Name/Email before Chat Commences

Begin chat mode:

Begin chat mode:

Email validation:



Over to you

If you want to get a feel for how the new portal is better, please check out support.deskpro.com. If you spot any glitches, or have any questions about how the new portal will work on your helpdesk, email us right away at support@deskpro.com.

Comments (5)

Comments (5)

Adam Smeets

10年前

Is there a timeline for the release of this version?

Timo Heil

10年前

When will this be rolled out?

T Tram

10年前

Will the new responsive layout be made available to the Agent side as well? The current mobile app is not the most user friendly and the web app does not resize nicely on mobile devices.

Ben Henley

10年前

The new portal system is now live for any new Cloud trial accounts that are created. We are going to start rolling

it out to existing Cloud accounts from next week, with an update for On-Premise users following shortly. Cloud customers will be emailed in advance with a date and time to expect the upgrade. Along with the new portal update, there will be a new iOS app that provides a lot more agent functionality for iPhone and iPad, with an Android version to follow.

SJ Sinclair, John

9年前

Is this available for on-premise yet? I haven't seen any additional announcements.