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Ben Henley - 2023-08-31 - Comments (0) - Deskpro Legacy

There are five interfaces in Deskpro:

- 1. The user portal with an address like *yourcompany.deskpro.com* (for Deskpro Cloud without a custom domain set up) or *portal.yourcompany.com*. This is optional; if enabled, it hosts help information, and the users your company supports can log in to see their previous tickets.
- 2. The agent interface: the same address as the portal with /agent/ on the end. This is where agents work to help customers by replying to tickets and creating help information for the portal.
- 3. The admin interface: the same address as the portal with /admin/ on the end. This is where the helpdesk administrators set up and configure Deskpro. Only admin accounts can access it.
- 4. The reports interface: the same address as the portal with **/reports/** on the end. Enables you to view and create reports about the helpdesk. Agents may be granted access.
- 5. The billing interface: used by admins to pay for a Deskpro licence.