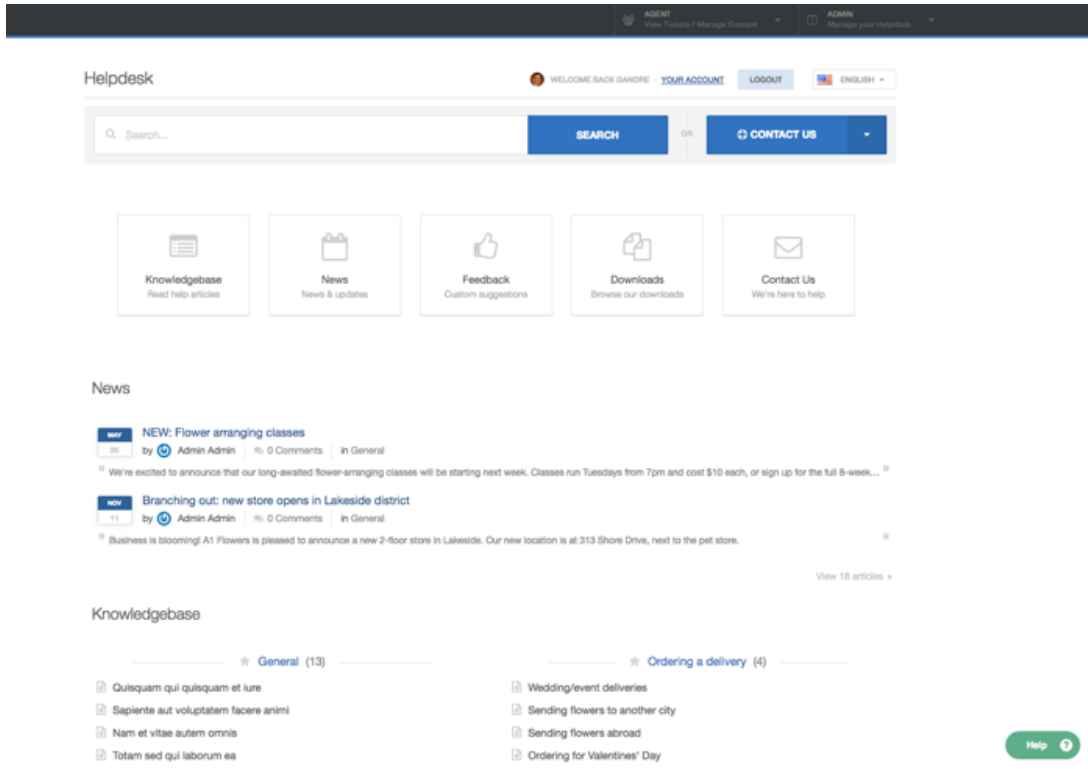


New & Improved DeskPRO Portal

2016-05-25 - Ben Henley - Comments (0) - Product

The new DeskPRO portal system is now generally available for all customers.



The screenshot displays the new DeskPRO portal interface. At the top, there is a dark navigation bar with user roles 'AGENT' and 'ADMIN'. Below this, the 'Helpdesk' header includes a welcome message for 'SANDRE', links for 'YOUR ACCOUNT' and 'LOGOUT', and a language selector set to 'ENGLISH'. A search bar with a 'SEARCH' button and a 'CONTACT US' button are prominently featured. Below the search bar, five main navigation tiles are shown: 'Knowledgebase' (Read help articles), 'News' (News & updates), 'Feedback' (Custom suggestions), 'Downloads' (Browse our downloads), and 'Contact Us' (We're here to help). The 'News' section lists two articles: 'NEW: Flower arranging classes' and 'Branching out: new store opens in Lakeside district'. The 'Knowledgebase' section is divided into two categories: 'General (13)' and 'Ordering a delivery (4)', each with a list of article titles. A green 'Help' button is located in the bottom right corner.

If you're already a DeskPRO customer and you want to try out the new portal on a test helpdesk, you can sign up for a trial at www.deskpro.com/signup/ to explore the great design improvements and new features. (See [our earlier post](#) for a reminder of what the new portal system includes).

We'll make the new portal available for existing helpdesks soon - we know a lot of you are excited for this major update! If you have a Cloud helpdesk, we will email you in advance to inform you when your helpdesk will be updated to the new system.