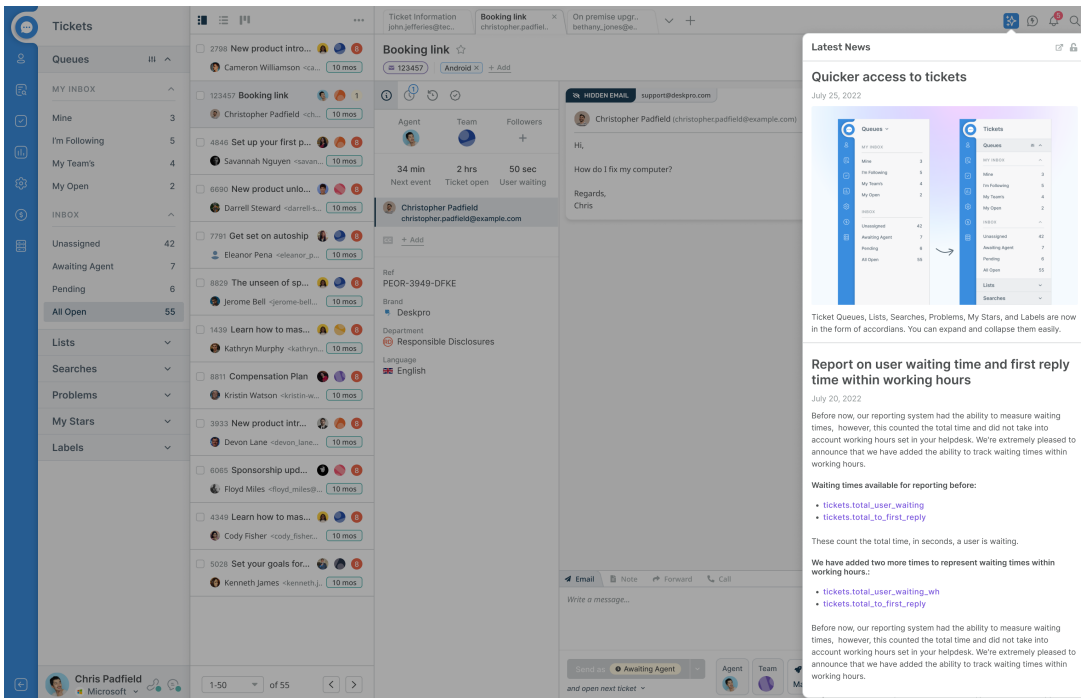


Stay up to date with all of Deskpro's recent changes

2022-08-30 - Lara Proud - Comments (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 with a 'Recent Changes' app overlay on the right side. The app provides a 'Quicker access to tickets' section with a table of ticket categories and counts:

Category	Count
MY INBOX	3
Mine	3
I'm Following	5
My Teams	4
My Open	2
INBOX	42
Unassigned	42
Awaiting Agent	7
Pending	6
All Open	55

Below the table, the app lists updates for 'Ticket Queues, Lists, Searches, Problems, My Stars, and Labels are now in the form of accordions'. It also includes a 'Report on user waiting time and first reply time within working hours' section, dated July 20, 2022, which details changes to reporting metrics and provides links to filter reports.

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.