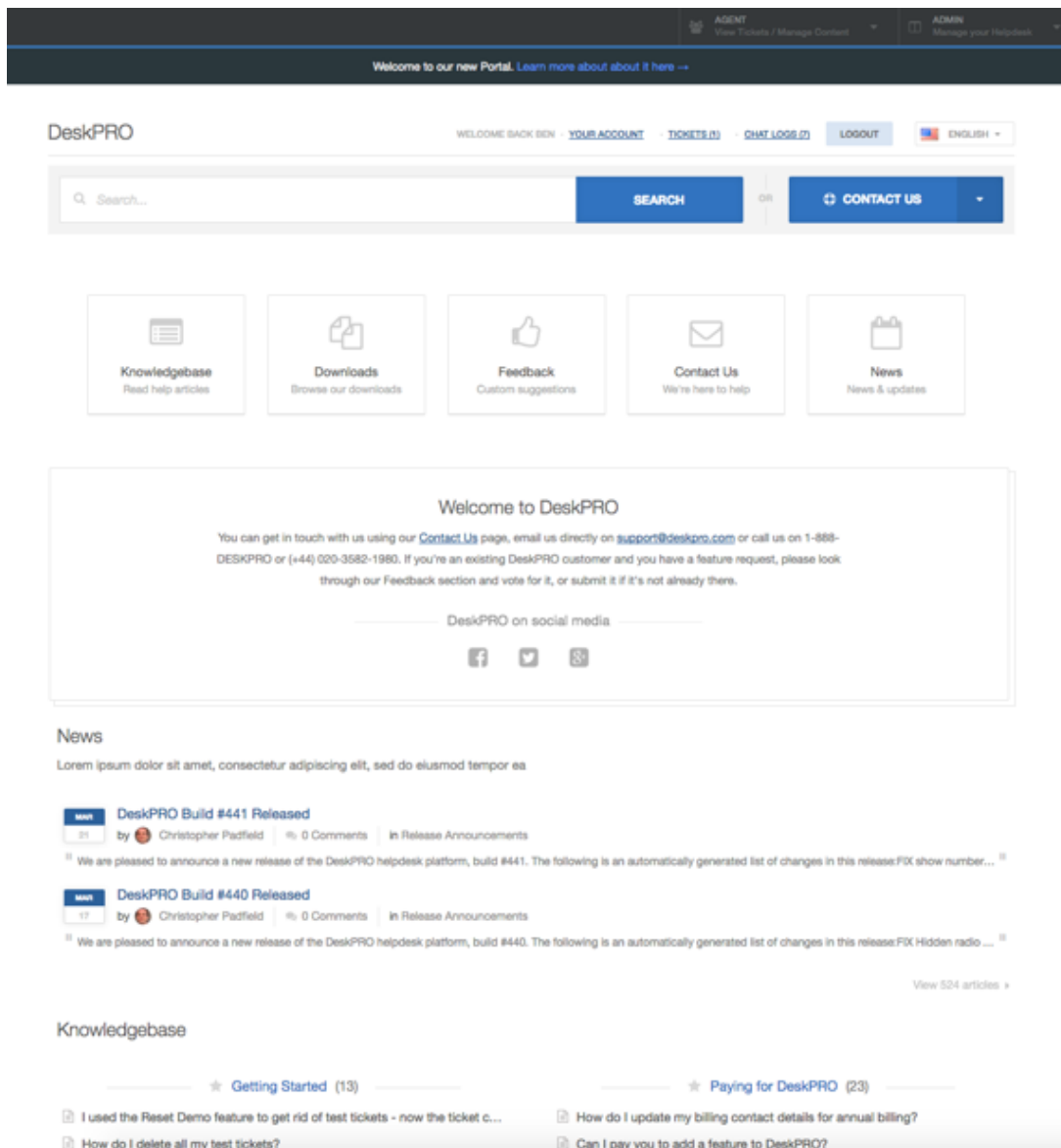


New DeskPRO Portal

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.

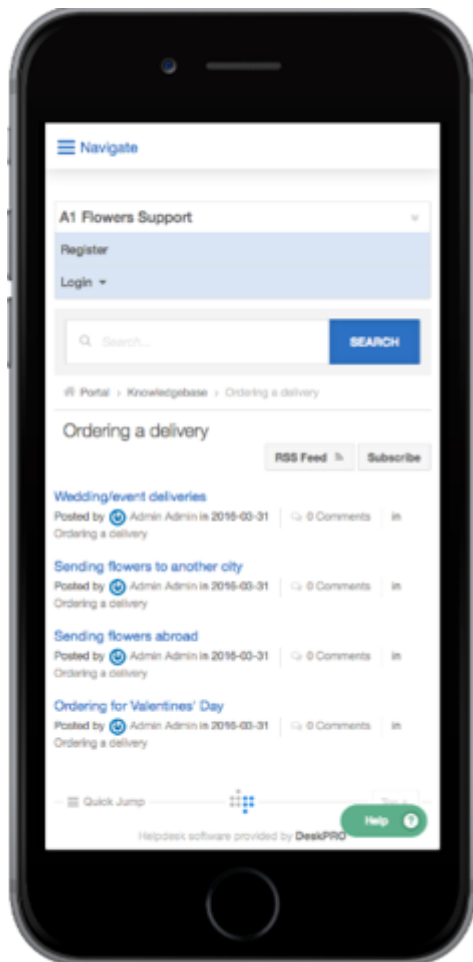


Of course, we're not going to keep this update to ourselves for long. Soon, you're going to be able to use the new portal system on your own helpdesk.

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

Search in Tickets:

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.

☐ Knowledgebase
 ☐ News
 ☐ Feedback
 ☐ Downloads
 ☐ Contact Us

☐ Portal
 ☐ Tickets
 ☐ Need a regular delivery of violets

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

Andeanne 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

Mayra22@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

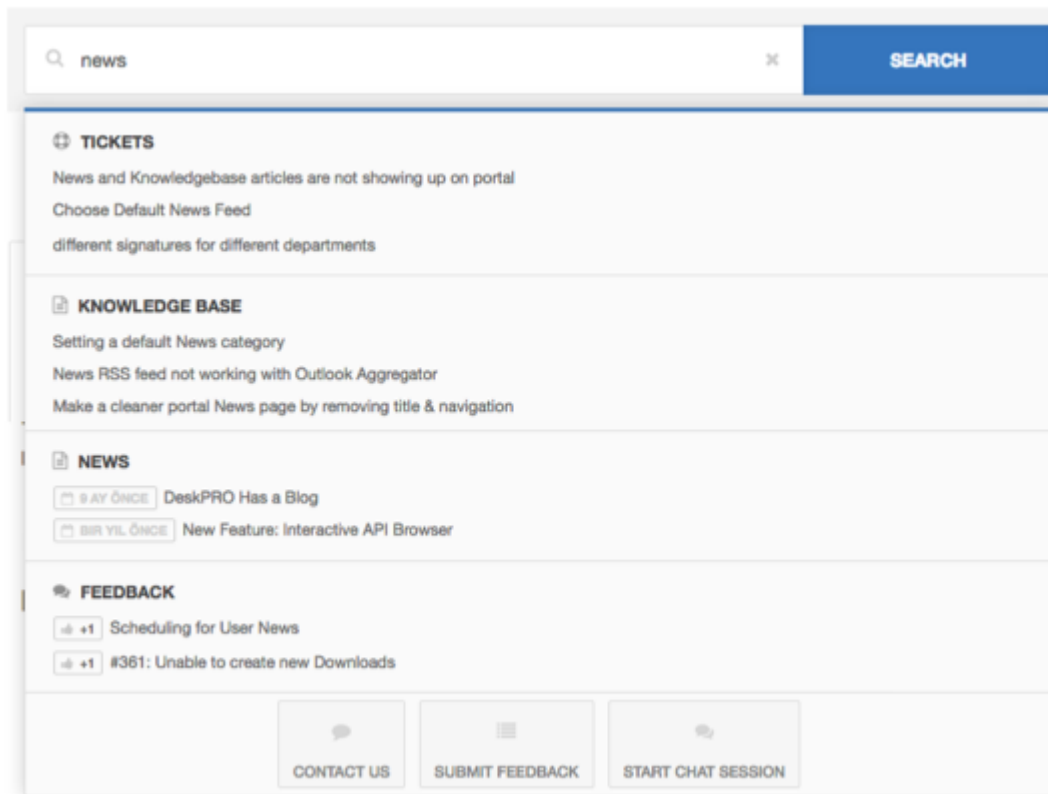
More useful portal search

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.

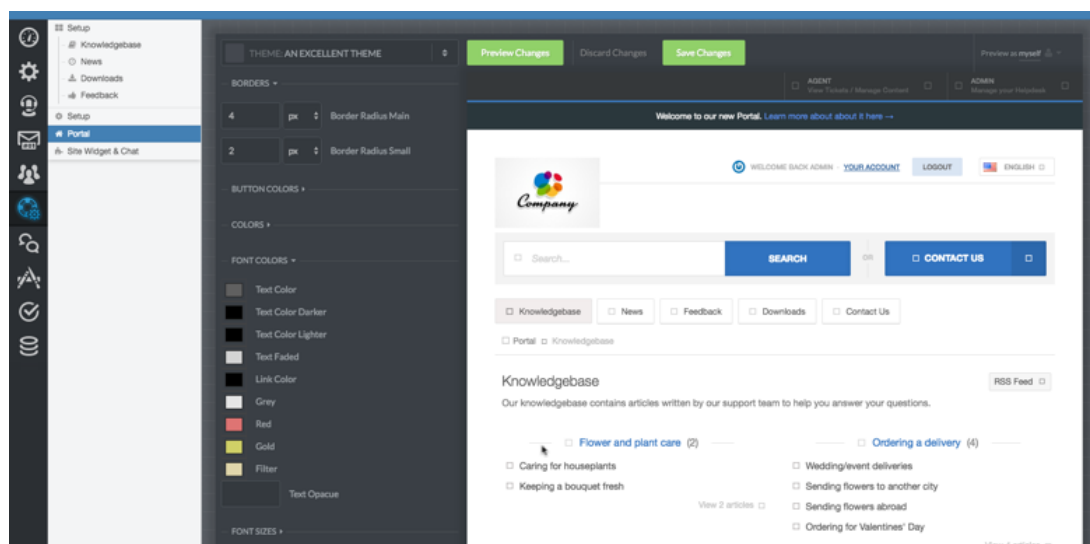
You'll notice that search now includes the user's own tickets.



Easier, more powerful portal editor

We've redesigned the portal editor to give you finer control of exactly how your portal looks.

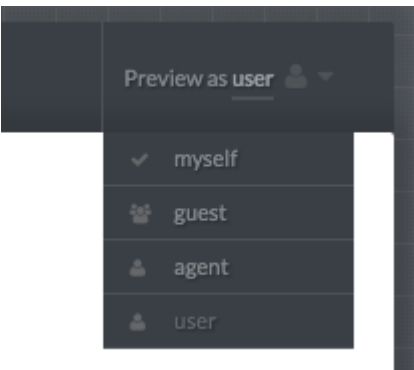
Now you can edit details like font size and element positioning without needing to be a web designer, so it's easier to style your portal to fit with the rest of your brand.



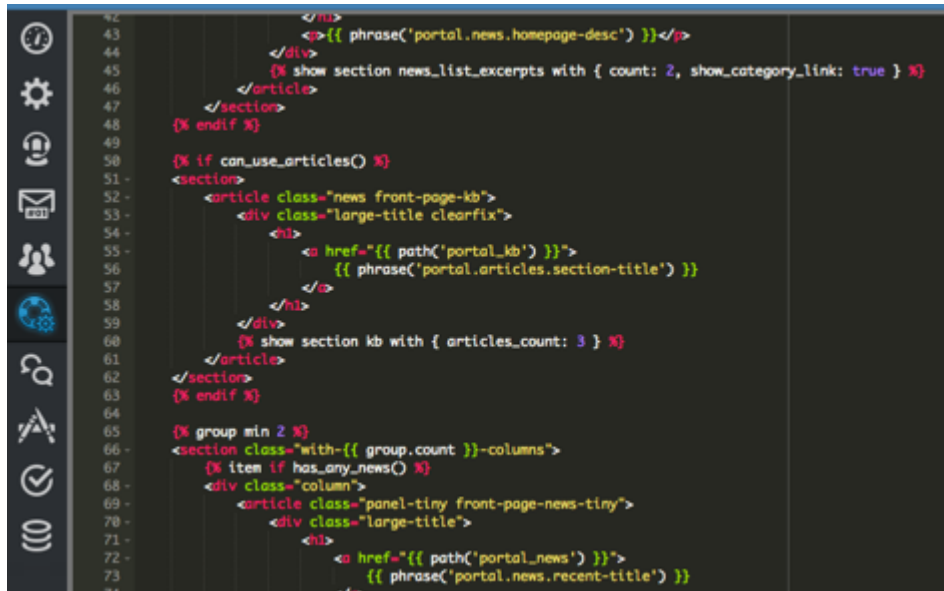
We've moved the controls to turn sections of the portal on and off to a separate page, outside of the portal editor.



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.



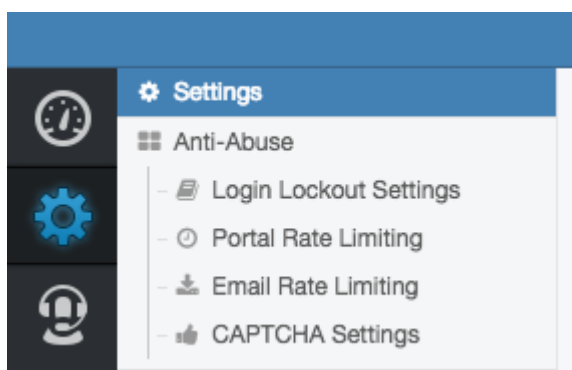
If you do need to customise the portal at a deeper level, you still have the option to edit the portal templates. You'll find the new template system simpler and easier to understand, and the editing experience has been greatly improved with the addition of color syntax highlighting and auto-complete.



```
42 </div>
43 <div>{{ phrase('portal.news.homepage-desc') }}</div>
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 <div>
55 <a href="{{ path('portal_kb') }}">
56 {{ phrase('portal.articles.section-title') }}
57 </a>
58 </div>
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 <div>
72 <a href="{{ path('portal_news') }}">
73 {{ phrase('portal.news.recent-title') }}
74 </a>
75 </div>
76 </div>
77 </div>
78 </div>
79 </section>
80 </div>
81 </div>
```

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.



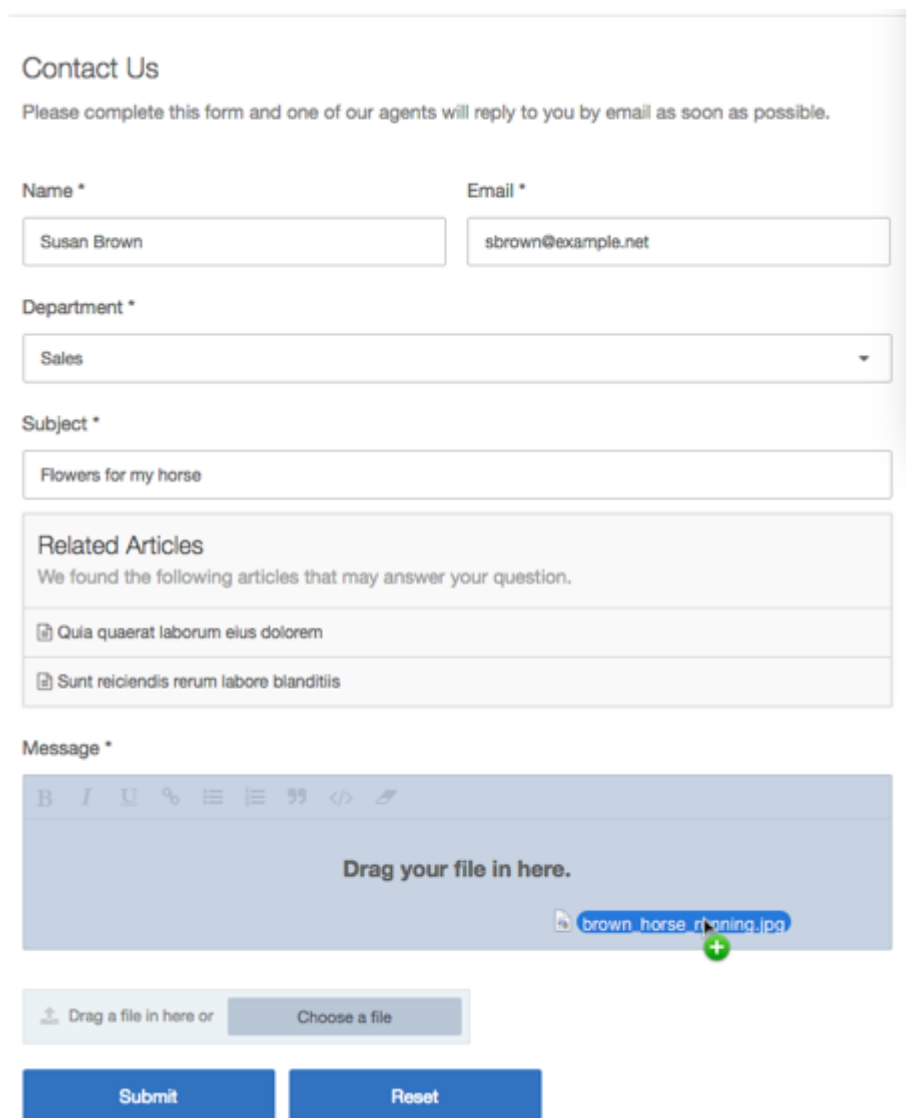
We've also added the option to use Google's reCAPTCHA system, which can verify most humans without even needing them to complete a CAPTCHA challenge at all.

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.



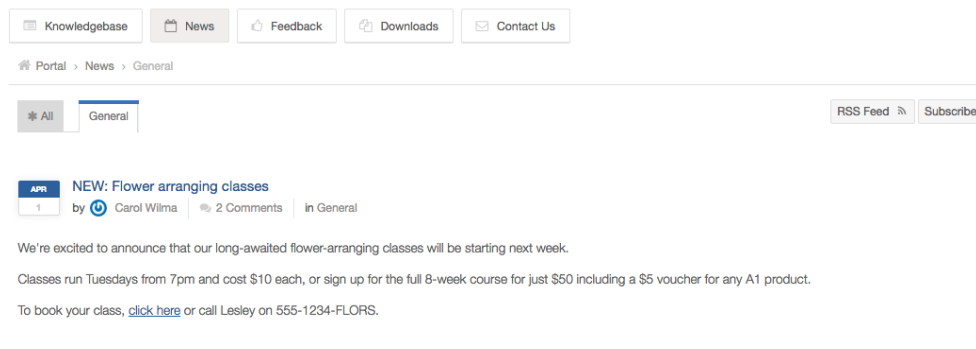
The screenshot shows a 'Contact Us' form with the following elements:

- Title:** Contact Us
- Instruction:** Please complete this form and one of our agents will reply to you by email as soon as possible.
- Fields:**
 - Name ***: Text input containing 'Susan Brown'.
 - Email ***: Text input containing 'sbrown@example.net'.
 - Department ***: Dropdown menu with 'Sales' selected.
 - Subject ***: Text input containing 'Flowers for my horse'.
- Related Articles:** A section titled 'Related Articles' with the text 'We found the following articles that may answer your question.' It contains two links: 'Quia quærat laborum eius dolore' and 'Sunt reiciendis rerum labore blanditiis'.
- Message *:** A rich text editor area with a toolbar (Bold, Italic, Underline, Link, Unlink, Bulleted List, Numbered List, Quote, Code, Undo, Redo) and a large text area. The text area contains the text 'Drag your file in here.' and a file attachment 'brown_horse_running.jpg' with a green plus icon for adding more files.
- File Upload:** A button labeled 'Drag a file in here or Choose a file'.
- Buttons:** 'Submit' and 'Reset' buttons at the bottom.

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

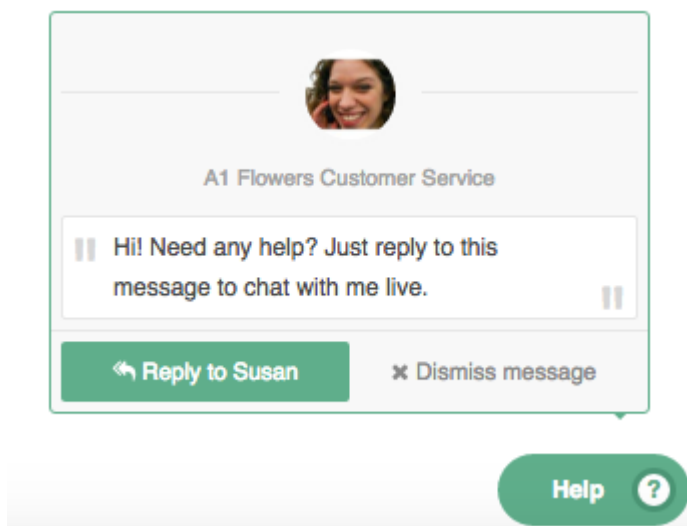
existing RSS feed option.



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:

Help

Colors:



Position:

Widget Size: ☐ Column ☒ Corner

Chat Settings

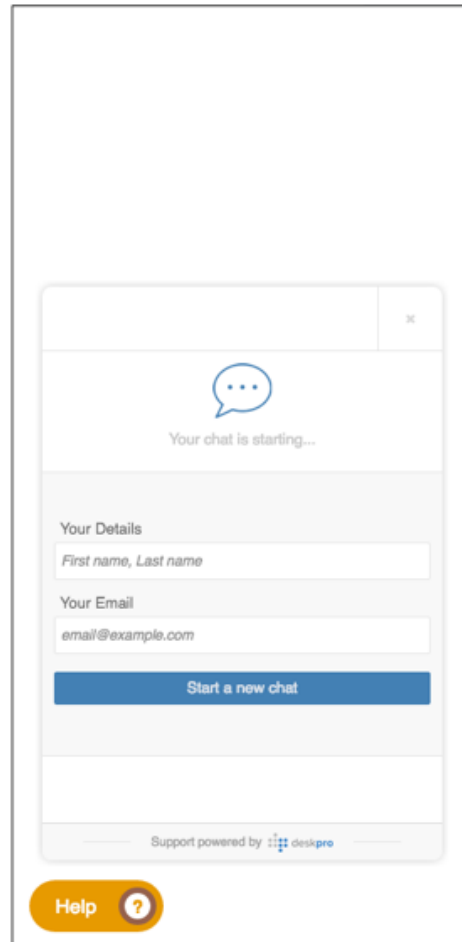
☒ Enable / Disable Chat

☐ Require login

☒ Request Name/Email before Chat Commences

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

7 years ago

Is there a timeline for the release of this version?

Timo Heil

7 years ago

When will this be rolled out?

Tram

7 years ago

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

7 years ago

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.

Sinclair, John

7 years ago

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