Can I have multiple separate instances of Deskpro?

Ben Henley - 2017-11-09 - Comment (1) - Deskpro Legacy

Question:

Our company has several different groups with different branding and configuration needs. Can I install multiple copies of Deskpro On-Premise?

Answer:

Deskpro configuration is flexible enough that in most cases, you can offer different branding within one helpdesk.

For example, you can:

- use completely different email templates (including custom footers) for each brand
- show different portal content categories to different usergroups
- limit the tickets an agent can see by brand, using department permissions

If required, it is possible to run multiple copies of Deskpro on the same server. In that case, you will need to buy a separate license for each one.