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Create a Multi-Brand Helpdesk with DeskPRO

2016-07-06 - Lauren Cumming - Comentário (1) - Product

We are excited to announce that you can now create a multi-brand helpdesk on DeskPRO. Multi-branded portals can be used to cater for the different organizations that you provide support to, different brands within your company or the different products and services that your organization offers. Each brand or product can have their own unique, branded portal with tailored content which you can manage from one single helpdesk!

This means unique knowledgebase articles, news posts, download files, chat widgets, contact forms and of course the ability to brand each portal with different logos, colours, fonts and layouts. Each brand will have its own subdomain so you can direct the right users to the right content! For set-up information <u>click here</u>.

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Customizing your multi-brand helpdesk portals

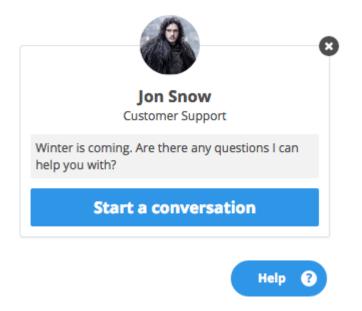
Our new portal editor allows you to personalize each of your portals by giving you control over the look and feel, so you can recreate the style of each of your brands. You can edit details such as logos, fonts, welcome messages, colours and positioning. Simply flick between the different brands you have set up to customize each one!

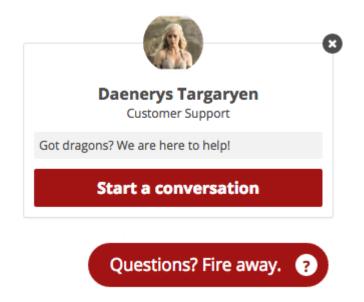
*More advanced editing is available using our template and CSS editor.

Hello, Cersel Lannister I+ Log Out			:: desk
House Lannister	THEME -	Preview Changes Discard Changes Save Changes	
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P House Targaryen New Brand	WELCOME MESSAGE -	🥦 House Lannister	
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Site Widget & Chat Ticket Form Widget	House Lannister of Casterly Rock is one of the Great Houses of Westercos, one of its richest and most powerful families and oldest dynasties. It is also the current royal house of the Seven Kingdoms following	Q Search	SEARCH OR CONTACTUS -
£a ₩	the extinction of House Baratheon of King's Landing.		
8 8	Clear Set & Preview	News Downloads Contact Us News & updates Browse our downloads We're here to help	
9	COLORS - Brand Primary Brand Success Brand Info Brand Varning	House Lansiter of Casterly Rock is one of the Great Houses of Westerno, one of its rich house of the Seven Kingdoms following the extinct	est and most powerful families and oldest dynasties. It is also the current royal

Live Chat Widget

Similarly, you can also create a tailored chat widget for each branded portal. This means customizing the colours, positioning, phrases used, as well as proactive chat settings. Simply flick between your different brands to change the widgets accordingly.





Contact Forms

Using DeskPRO's departments, you can create unique contact forms for each brand. Capture the information you need from each group of users and only show the departments and fields that are most relevant to them.

				Contact Us Please complete this form and one of our agents will reply to you by email as soon as possible.
5 Departments support seles	0	<u> </u>	□ Layout	Name* Enail Mexac/InclineRAktrown* Department* Department*
Widgets Regulation and Control of Magical Creatures Le Regulation Control Control	8	Brands	Show a different title to end-users House Lannister	Sales • To which kingdom da you bolong? Iron Throne of Westeros
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				Drag a file in here or Choose a file Submit Reset

Knowledgebase articles, News & Downloads

Help your users have a more pesonalized experience, by creating custom content for each of your brands. The Publish app will now allow your agents to create knowledgebase articles and categories for each individual brand you set up. This will allow you to display only the most relevant content, and better organize your self-service content and documents for your users.

You can also create separate News posts and upload unique Download materials for each brand. This means your users will only be exposed to updates and content that is most relevant and useful for them.

House Lannister	Welcome back Your A Orzanization Tiskets (1		🕼 Weitzene back Vocalizzant Legent 🚟 Engleb +
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Knowledgebase Ó Feedback Centact Us Feedback Feedback Feedback		# Pertal - News	R55Feed lb Subscribe
Knowledgebase Our knowledgebase contains articles written by our support agents to help you.	± Handy Tips (3)	Al General EconoliveR Bouse Targaryees-Currently Hiring by d: National (Common). In General Wave-common could be a use of denine would also contait non-threat-fillowar/targaryee	n for movin/formation
Road to Westeros Family History Troubleshoot: Delivery Errors	Castle Upkeep Grandishing a sword- how to Castle upkeep Save costs using these insights!	Announcement: Battle results	
View 3 articles -	★ FAQs (1)	The following day Darnerys and Turios discuss a plan to deal with the Slaver faet currently believing the	city. Deenerys declares her plans to "return their cities to the dirt" but Tyrion

*Please note, our Feedback feature is not yet available for Multi-Branded Portals.

Tickets

Group tickets by brand, create filters to track these tickets and search for any relevant tickets for any of your brands too! Each ticket will be linked to a brand which will automatically be populated when a ticket is submitted via your portal, agents can update the brand when creating a new ticket, or a ticket is created by email.

 My Tickets 	_
ivity floridits	25
Default	24
House Targaryen	1
Tickets I Follow	39
FILTERS	¢
Awaiting User	197
House Lannister	3
House Targaryen	2
	House Targaryen Tickets I Follow FILTERS Awaiting User House Lannister

Triggers, Escalations, SLAs

To help you adjust your workflows and business processes to efficiently manage your multiple brands, you can create triggers, escalations and SLAs using brands as a form of criteria. Create automations for specific brands only, track brand specific SLAs easily and create processes to automatically assign tickets the correct brand!

3 Triggers	0 × 0	Title *			
5 Department Triggers 👻			This title will be used throughout the	e admin interface to refer to this	
Email Account Triggers 👻		Event	When a new ticket is created		
Send agent notifications			🗸 By a user	By an agent	
			🗸 via the web 🔅	via the agent inter	
Send auto-reply confirmation to user			🗸 via email	🗹 via email	
Send user new ticket by agent			🗸 via the API	via the API	
				via the mobile app	
+ Add		Criteria			
		The criteria section	is a list of terms that must match before the	actions are applied to the ticket.	
		when The following conditions are met:			
	Organization is v Company A v				
		Criteria			
		or T	he following conditions are met:		
		Criteria			
		Actions			
		Actions			
		These actions will a	pply when all of the criteria pass.		
		then T	The following actions will run:		
		Set Brand	Default v		
		C Action	Default		
			House Targaryen		
			House Lannister		
				Save	

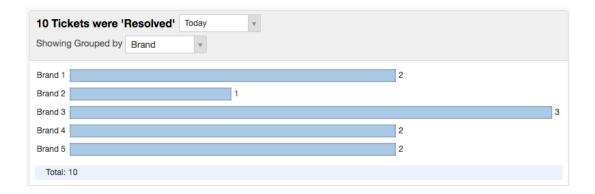
Snippets

You can now insert "brand" as a variable when creating snippets, helping your agents to manage multiple brands productively and efficiently.

Add Snippet	
Category: Brands O Language: English	Draft
Brands, brands, brands	
	- ×
Hi there,	
Thank you for contacting the {{ ticket.brand.name }} helpdesk	
<pre> 9 Shortcut Code: % Enter a shortcut % </pre>	Brand Insert Variable Learn more about variables
Save	

Reporting

Capture data on your key metrics and indicators in relation to each of your brands. Use DeskPRO's reports dashboard and builder to view and export data on brand related queries to determine trends and for any analysis.



Questions and Answers

Can I restrict agents to specific brands?

Yes you sure can! Let your expert agents manage the brands they know best, by creating permission groups that link to the right department and brand! Allow your agents access to as many brands as needed.

How do I set up unique contact forms for each of my brands?

Brands are linked to departments so you can set up a contact form for each department, and attach the relevant brands! This means you can display brand specific forms by creating unique departments, or display generic support forms to all brands!