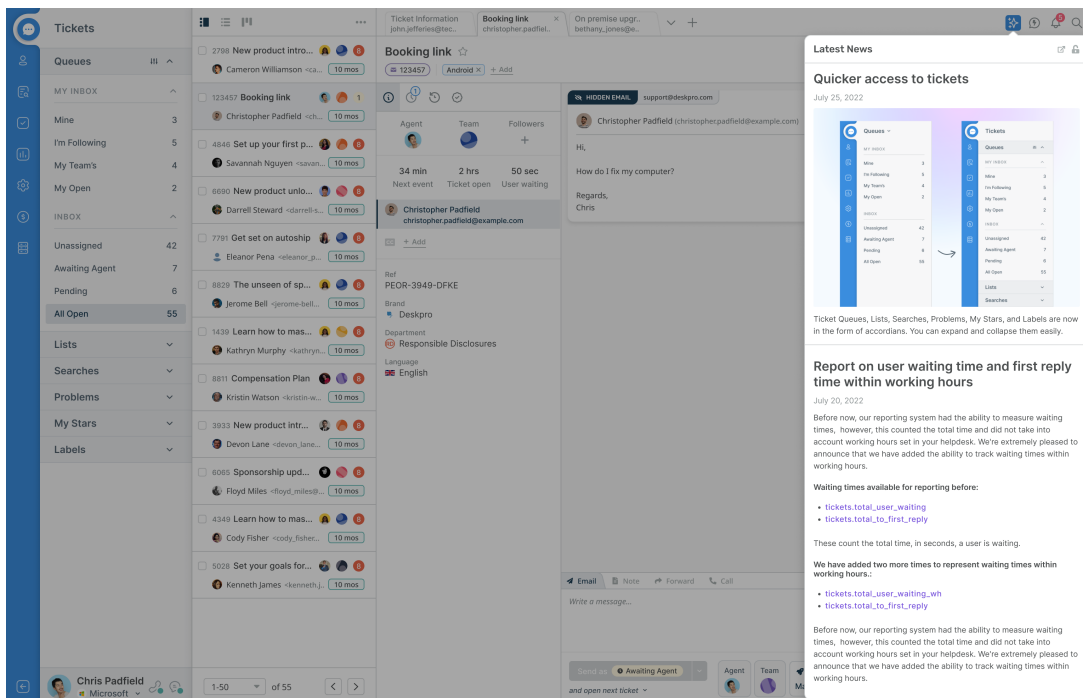


Stay up to date with all of Deskpro's recent changes

2022-08-30 - Lara Proud - Comment (1) - 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 shows the Deskpro Agent interface. On the left is a sidebar with navigation options: Tickets, Queues, MY INBOX, Mine, I'm Following, My Team's, My Open, INBOX, Unassigned, Awaiting Agent, Pending, All Open, Lists, Searches, Problems, My Stars, and Labels. The main content area is divided into three sections: a ticket list, a chat window, and a 'Latest News' app. The 'Latest News' app is titled 'Quicker access to tickets' and 'Report on user waiting time and first reply time within working hours'. It contains a table of updates and a list of metrics for reporting.

Queue	Count	Queue	Count
My Inbox	3	Unassigned	42
Mine	3	Awaiting Agent	7
I'm Following	5	Pending	6
My Team's	4	All Open	55
My Open	2		
Unassigned	42		
Awaiting Agent	7		
Pending	6		
All Open	55		

Report on user waiting time and first reply time within working hours
July 20, 2022
Before now, our reporting system had the ability to measure waiting times, however, this counted the total time and did not take into account working hours set in your helpdesk. We're extremely pleased to announce that we have added the ability to track waiting times within working hours.

Waiting times available for reporting before:


- tickets.total_user_waiting
- tickets.total_to_first_reply

These count the total time, in seconds, a user is waiting.

We have added two more times to represent waiting times within working hours:

- tickets.total_user_waiting_wh
- tickets.total_to_first_reply

Before now, our reporting system had the ability to measure waiting times, however, this counted the total time and did not take into account working hours set in your helpdesk. We're extremely pleased to announce that we have added the ability to track waiting times within working hours.

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.