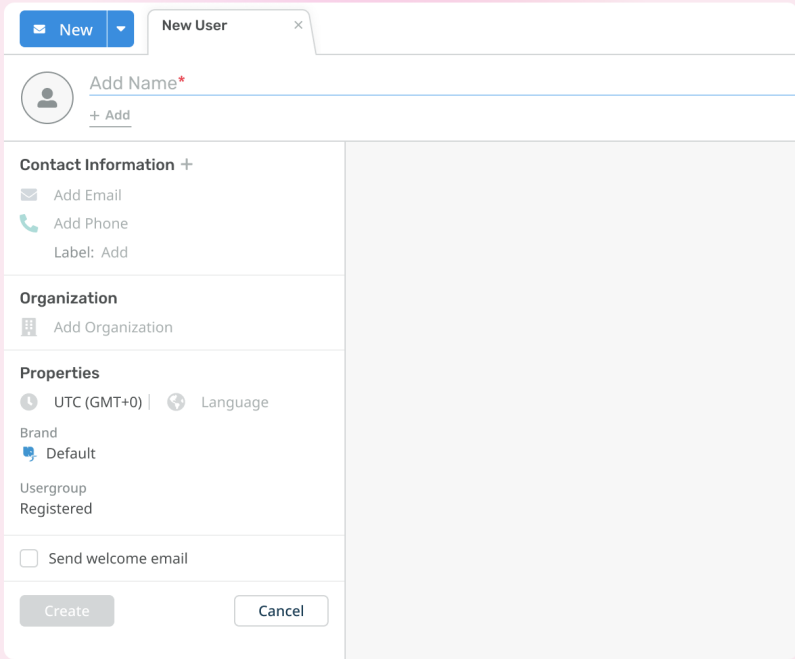


We have simplified creating user profiles

2023-05-15 - Lara Proud - Comment (1) - Product (Agent)

We have made it easier to create a new User profile via the **+ New** button by removing the required contact information fields.

By removing these fields, we have enabled you to create Users with no specific contact details, so you can add as much or as little information as needed to their profile.



The screenshot shows the 'New User' form in Deskpro. The form is titled 'New User' and has a 'New' button in the top left corner. The form is divided into several sections: 'Add Name' (with a red asterisk indicating it is required), 'Contact Information' (with a plus sign indicating it is expandable), 'Organization' (with a plus sign indicating it is expandable), 'Properties' (with a plus sign indicating it is expandable), and 'Send welcome email' (with a checkbox). The 'Contact Information' section contains fields for 'Add Email', 'Add Phone', and 'Label: Add'. The 'Organization' section contains a field for 'Add Organization'. The 'Properties' section contains fields for 'UTC (GMT+0)', 'Language', 'Brand' (with a dropdown menu showing 'Default'), 'Usergroup' (with a dropdown menu showing 'Registered'), and 'Send welcome email' (with a checkbox). At the bottom of the form are 'Create' and 'Cancel' buttons.

The purpose of this is to make it more convenient to quickly create a User in the helpdesk, even if you aren't currently aware of all their information. Which enables you to update their profile later or fill in additional details about them as it becomes available.