



[지식 베이스](#) > [Using Deskpro](#) > [Which version of Deskpro am I using?](#)

Which version of Deskpro am I using?

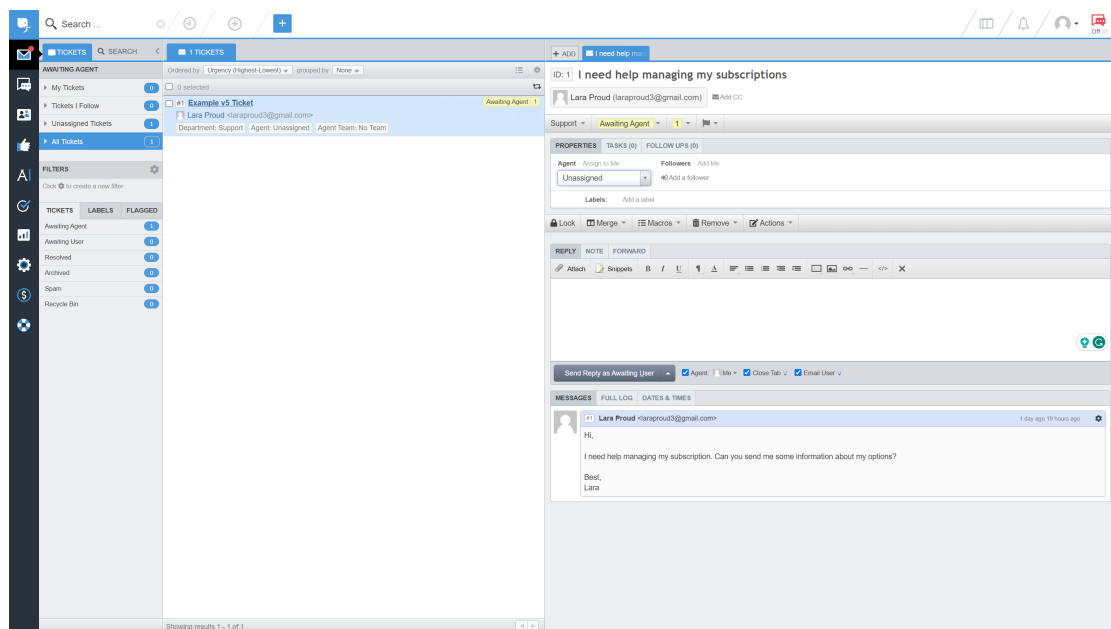
Lewis Stonier - 2023-05-10 - [댓글 \(0\)](#) - [Using Deskpro](#)

Please see the below screenshots of the Admin interfaces of the different versions of Deskpro. You can use these to identify which version of Deskpro you are currently using:

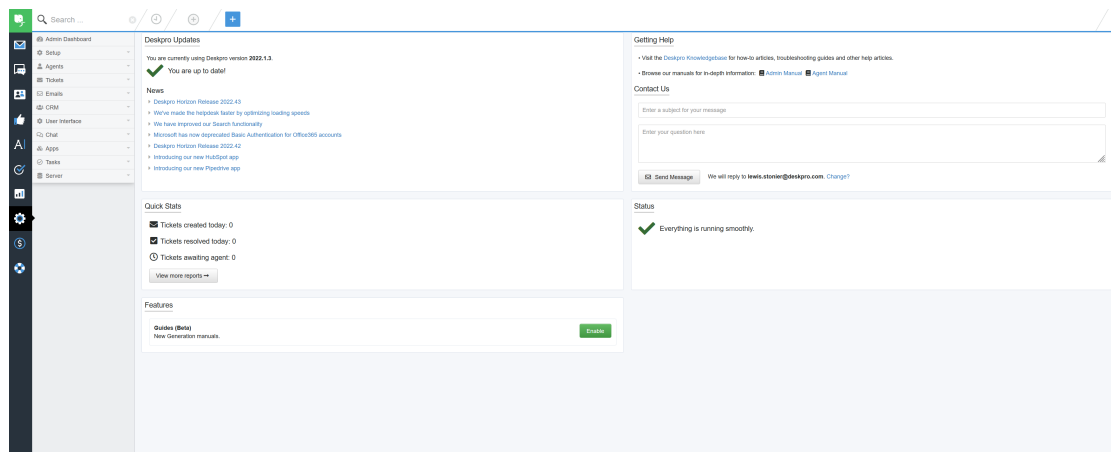
If you are using a version of Deskpro older than Legacy, [contact support](#) for details on how to upgrade.

Deskpro Legacy (Version 5)

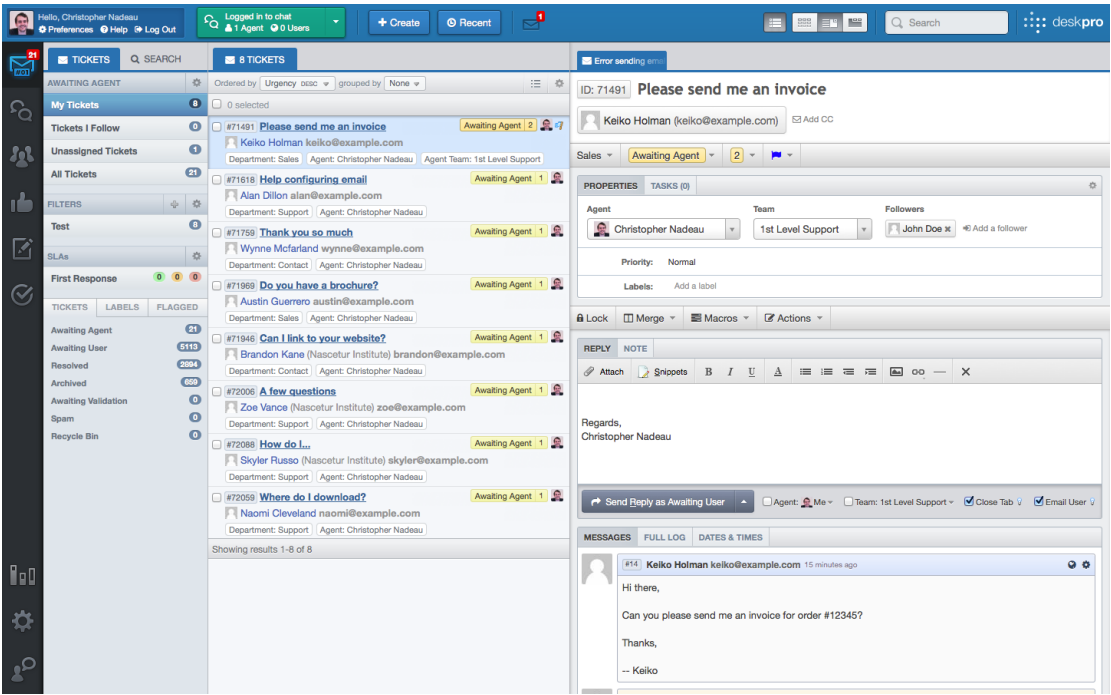
Agent Interface:



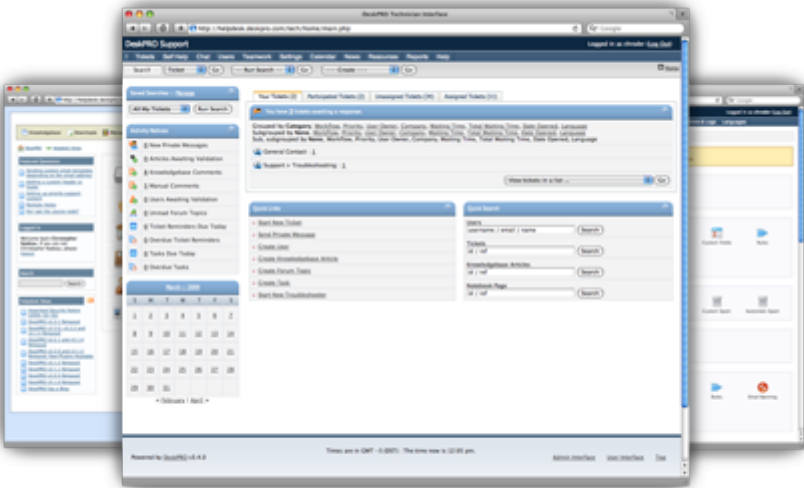
Admin Interface:



Deskpro Version 4



Deskpro Version 3



Deskpro Horizon (Version 6)

Agent Interface:

Tickets

Queues

MY INBOX

Mine15

I'm Following0

My Team's24

My Labelled3

Starred2

My Open28

INBOX

Unassigned4

Awaiting Agent27

SLA Failed6

Labelled2

Open Problem3

All Open28

Lists

Search

Problems (4)

My Stars

Labels

▼ +

ID

ID

Subject

Agent

Lara Proud

User

Lara Proud <lara.proud@deskpro.com>

Date Last Reply

2 wks

1

42

Lara Proud <lara.proud@deskpro.com>

Lara Proud

Lara Proud <lara.proud@deskpro.com>

2 wks

1

37

User called in, says their order isn't going through on the website?

Lara Proud

Harry Moore <h.moore@example.com>

5 mos

1

32

New SMS from +447969236608

Lara Proud

Audrey Merivale <audrym84@example.com>

3 mos

1

27

Paul Davies <paul.davies@deskpro.com>

Lara Proud

Paul Davies <paul.davies@deskpro.com>

6 mos

1

25

Fwd: Need a new laptop ⭐

Lara Proud

Jason Patrick <jshonewend@tisc.com>

6 mos

1

24

Request for new Phone

Lara Proud

Hannah Scott <hannah.scott@deskpro.com>

3 mos

1

21

I'm having an issue with my boiler

Lara Proud

Dora Planter <dora.planter@example.com>

3 mos

1

20

Hannah Scott <hannah.scott@deskpro.com>

Lara Proud

Hannah Scott <hannah.scott@deskpro.com>

6 mos

1

16

Issue with boiler

Lara Proud

Hannah Scott <hannah.scott@deskpro.com>

3 mos

1

13

Password reset email not working

Lara Proud

Greg Davies <greg.davies@example.com>

3 mos

2

9

Will your new pricing impact our account?

Lara Proud

Sally Hill <s.hill@energyia.com>

3 mos

2

8

I want to create another account

Lara Proud

Kevin Smith <k.smith@221b.com>

3 mos

1

7

I've forgotten my password

Lara Proud

Shirley Walters <shirley.walters@221b.com>

3 mos

2

5

I've referred a customer

Lara Proud

Henry Bennett <henry.bennett@energyia.com>

3 mos

1

4

Change payment information ⭐

Lara Proud

Agatha Bardle <agathabardle@221b.com>

3 mos

1

Sort ID

Group

View

Items per page: 50

1 - 15

of 15

<

>

Admin Interface:

OVERVIEW

Dashboard

CONFIGURATION

CHANNELS

AGENTS

HELP CENTER

TICKET STRUCTURE

FEATURES

BUSINESS RULES

CRM

APPS & INTEGRATIONS

DATA

Welcome to Deskpro

Visit the [Deskpro Knowledgebase](#) for how to articles, troubleshooting guides and other help articles.
Browse our manuals for in-depth information: [Admin Manual](#) [Agent Manual](#)

Quick stats

Reports

Awaiting Agent Tickets27

Online Agents1

New Tickets Today0

New Chats Today0

New Calls Today0

Resolved Today0

Satisfaction today-

Agents

Bulk Add Agent

Agents (14)

Lara Proud

lara.proud@deskpro.com

Sherlock Holmes

sherlock.holmes@bakerstreet.com

Mycroft Holmes

mycroft.holmes@bakerstreet.com

Greg Lestrade

greg.lestrade@bakerstreet.com

Hannah Scott

hannah.scott@deskpro.com

James Moriarty

james.moriarty@bakerstreet.com

John Watson

j.watson@bakerstreet.com

Martha Hudson

martha.hudson@bakerstreet.com

Invite Agent

Full name:

Email:

Add Agent

Cancel

Bulk Add Agent

Bulk Add Agent

News

Read more

Welcome back, Lara Proud

You last logged in 1 minute ago from 217.138.85.210.

Billing

Good

Your billing settings are normal. Everything's good.