Deskpro for IT Teams

Grace Howlett - 2023-09-20 - Comments (0) - Using Deskpro

Many IT teams across the globe use Deskpro as their go-to platform for managing internal IT requests within their organizations. Deskpro's powerful combination of customization and automation features gives IT teams the ability to efficiently handle incidents and requests.

This article will highlight some of the key Deskpro features that will benefit your IT team and address some frequently asked questions, including:

- Creating an effective, customized contact form for users to submit requests to

- Categorizing tickets

- Auto-assignment - route requests to the most relevant team or technician

- Collaboration

- Logging tasks and tracking projects

- Easily track and respond to incidents from the help desk

- Useful integrations

Dynamic Contact Forms

When dealing with IT-related requests, ensuring that users provide key information about their issue or request upfront helps you to manage their request more efficiently, reducing the amount of communication back and forth and avoiding the need to prompt the user for the vital information.

You can define the information the form collects by adding your own custom fields and designing your form layouts.

You can follow our guide to creating effective custom ticket contact forms.

The information provided by the user will be visible immediately to the agent within the ticket, empowering them to quickly troubleshoot or process a request.

Categorizing Tickets

Easily categorize and segment the different types of requests you receive. Effectively categorizing your tickets allows you to report on the different types of tickets you are handling and auto-assign tickets based on different criteria. You can apply labels to tickets, users, or organizations for quick and flexible categorization. You can also use ticket fields to store more detailed information within tickets.

Our built-in Queues mean that you always have access to easily view tickets assigned to you or your team that require your attention, but you can also create custom Queues to ensure that you have clear visibility of the tickets that are most relevant to you or that you wish to keep track of. Customize your view of the ticketing interface even further by managing and grouping tickets by priority, waiting time, or other criteria.

Automatic Ticket Assignment or Routing

Deskpro provides you with various options when it comes to ticket assignments. You can manually assign tickets (often favored by smaller teams), set up Round Robin groups to evenly distribute new tickets, or automatically route tickets to specific technicians or Agent Teams using Triggers. If you find that the assignment of a ticket needs to be changed, you can manually re-assign the ticket in two clicks.

Collaboration

Our collaboration features make working together on tickets easier than ever. You can add comments in a ticket which are only ever visible to agents using our Internal Notes feature. If you @mention an agent in an internal note and they are online in the helpdesk, this will ping the agent in the internal Agent IM so they immediately see the note and have a link to the specific ticket ID. Email notifications can also be sent, ensuring agents can be kept in the loop even when logged out of the helpdesk. This can really speed up the process of notifying agents of any urgent situations.

Managing Tasks or Projects

With Deskpro, you can create Tasks linked to specific tickets. If you receive requests that require different members of the team to action multiple items simultaneously, you can assign the tasks to different agents and allow everyone to keep track of progress within one ticket.

If you have some requests that require you to complete a number of tasks in a set sequence, you can set up a reusable checklist of Tasks within a ticket and set up workflows to automatically reassign the ticket to whichever agent upon completion of the previous task.

Problems & Incidents

If you are affected by an incident that impacts a large area of the business, resulting in multiple tickets being sent in by concerned employees, you can easily track and manage these requests using our Problems feature. When you have an update to share, reply to all tickets at once using our Mass Actions feature.

Approvals/Change Management

Set up workflows to handle requests that require approval from Management or external stakeholders, such as equipment purchases.

FAQ'S

- Do you integrate with Active Directory?

Yes, you can set up [Active Directory](#) for both Agents and Users.

- What other integrations do you support?

We have a number of native apps within Deskpro such as Jira, Trello, and Slack to name a few. We also have a full REST API, an apps and widgets framework as well as a Zapier integration. We offer a range of different authentication and SSO integrations.

- Can I create internal tickets?

Yes, you can create new tickets which are for internal use only. Every ticket needs to be associated with a 'user' so you would need to create a dummy user for each team. These tickets can be assigned to agents or a team of agents just like your user tickets.

- Do you support Asset Management?

Whilst we don't currently have an Asset Management module within Deskpro, it is possible to track assets with the use of [Custom User Fields](#) or ticket fields.

- Do you have a mobile app?

Yes, we have both an [iOS](#) and [Android](#) app that agents can use to manage tickets on the go.

Case Studies

We have a range of [case studies](#) on our website from different companies, detailing how Deskpro has transformed their support processes. Find out how Deskpro has benefited other IT teams below:

- [Brown University](#)

- [Dominican University](#)

- [C-Ways](#)

We offer a [free 14-day trial](#) as well as a 30-minute [demo](#) with a member of our team who can talk you through Deskpro's features and capabilities. If you have any other questions you'd like to discuss with us, please send an email to sales@deskpro.com.