How do I improve realtime performance within Deskpro?

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There are a number of events and actions in Deskpro that cause changes to the information other agents see across your helpdesk.

For example, if you change the status of a ticket, other agents will see the status change too without needing to refresh or interact with the helpdesk in any way. This is what gives Deskpro 'realtime' functionality.

To improve or change realtime functionality in Deskpro, go to **Admin > Server > Realtime Events.**

You will be able to see that Deskpro can achieve realtime functionality through a number of different ways:

- Polling
- Pusher
- Deskpro Notification Service

Polling

Polling is the default mechanism for creating realtime behaviour in Deskpro. It's a method that whilst requiring no setup, can be relatively slow and heavy on your server. This is because polling causes Deskpro to repeatedly check if any changes to helpdesk data need to be reflected elsewhere.

Pusher

Pusher is a service that operates a realtime event infrastructure. Deskpro can deliver events this way, removing the need for polling and eliminating delay or costliness.

We recommend using this method to achieve realtime behaviour within Deskpro, but you will be required to pay for Pusher, which is a third party service.

If you do choose to use Pusher, you can sign up at pusher.com, where you will be able to create the App ID, App Key, and App Secret required to integrate with Deskpro.

Deskpro Notification Service

The Deskpro Notification Service enables realtime events through websockets. It is similar to Pusher, except this service runs on-premise, on your own infrastructure.

This service currently experimental.

This option generates high-realtime performance, whilst reducing server load because polling is no longer necessary.

If you'd like to try this approach, refer to the Deskpro Notification Service repository for setup instructions.