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Create a Multi-Brand Helpdesk with DeskPRO

2016-07-06 - Lauren Cumming - Comments (0) - Product

We are excited to announce that you can now create a multi-brand helpdesk on DeskPRO. Multi-branded portals can be used to cater for the different organizations that you provide support to, different brands within your company or the different products and services that your organization offers. Each brand or product can have their own unique, branded portal with tailored content which you can manage from one single helpdesk!

This means unique knowledgebase articles, news posts, download files, chat widgets, contact forms and of course the ability to brand each portal with different logos, colours, fonts and layouts. Each brand will have its own subdomain so you can direct the right users to the right content! For set-up information <u>click here</u>.

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Customizing your multi-brand helpdesk portals

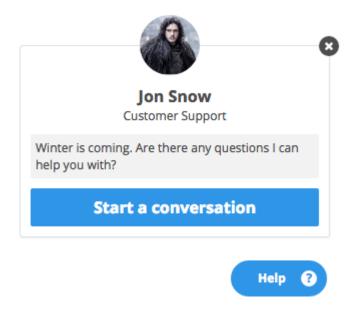
Our new portal editor allows you to personalize each of your portals by giving you control over the look and feel, so you can recreate the style of each of your brands. You can edit details such as logos, fonts, welcome messages, colours and positioning. Simply flick between the different brands you have set up to customize each one!

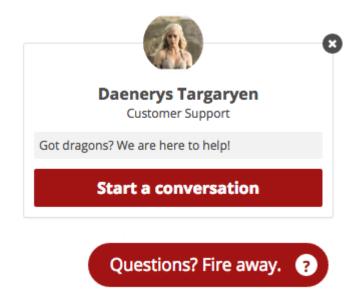
*More advanced editing is available using our template and CSS editor.

| Hello, Cersel Lannister I+ Log Out | | | :: desk |
|---|---|--|---|
| House Lannister | THEME - | Preview Changes Discard Changes Save Changes | |
| Default House Lannister | Standard + | | |
| P House Targaryen New Brand | WELCOME MESSAGE - | 🥦 House Lannister | |
| Portal | House Lannister | HUUSG EUIIIIISG | Welcome back Cersel · Your Account Logout English * |
| Site Widget & Chat Ticket Form Widget | House Lannister of Casterly Rock is one of the Great Houses of Westercos, one of its richest and most powerful families and oldest dynasties. It is also the current royal house of the Seven Kingdoms following | Q Search | SEARCH OR CONTACTUS - |
| £a ₩ | the extinction of House Baratheon of King's Landing. | | |
| 8 8 | Clear Set & Preview | News Downloads Contact Us News & updates Browse our downloads We're here to help | |
| 9 | COLORS - Brand Primary Brand Success Brand Info Brand Varning | House Lansiter of Casterly Rock is one of the Great Houses of Westerno, one of its rich house of the Seven Kingdoms following the extinct | est and most powerful families and oldest dynasties. It is also the current royal |

Live Chat Widget

Similarly, you can also create a tailored chat widget for each branded portal. This means customizing the colours, positioning, phrases used, as well as proactive chat settings. Simply flick between your different brands to change the widgets accordingly.





Contact Forms

Using DeskPRO's departments, you can create unique contact forms for each brand. Capture the information you need from each group of users and only show the departments and fields that are most relevant to them.

| | | | | Contact Us Please complete this form and one of our agents will reply to you by email as soon as possible. |
|---|---|--------------------|--|---|
| 5 Departments support seles | 0 | <u> </u> | □ Layout | Name* Enail Mexac/InclineRAktrown* Department* Department* |
| Widgets Regulation and Control of Magical Creatures Le Regulation Control Control | 8 | Brands | Show a different title to end-users House Lannister | Sales • To which kingdom da you bolong? Iron Throne of Westeros |
| Hetdogs | B | Department Avatar | House Targaryen Certaux | How many dragons do you how? |
| | | Parent | Crable department availar No Parent V Statest No parent v setting a parent department, this department becos department structures that are easier to use. | Subject* Inguly Message* B J U 多 田 臣 39 の σ |
| | | New Ticket Trigger | When a new ticket is submitted through the Ref Email Account in newtinesimmeter com | Hillberg, |
| | | | | Drag a file in here or Choose a file Submit Reset |

Knowledgebase articles, News & Downloads

Help your users have a more pesonalized experience, by creating custom content for each of your brands. The Publish app will now allow your agents to create knowledgebase articles and categories for each individual brand you set up. This will allow you to display only the most relevant content, and better organize your self-service content and documents for your users.

You can also create separate News posts and upload unique Download materials for each brand. This means your users will only be exposed to updates and content that is most relevant and useful for them.

| House Lannister | Welcome back Your A Orzanization Tiskets (1 | | 🕼 Weitzene back Xuz.Azzunt Legent 🚟 Engleb + |
|--|--|--|---|
| Q. Search | SEARCH OR O | Q. Search | SEARCH OR CONTRACTUS - |
| Knowledgebase Ó Feedback Centact Us Feedback Feedback Feedback | | # Pertal - News | R55Feed lb Subscribe |
| Knowledgebase Our knowledgebase contains articles written by our support agents to help you. | ± Handy Tips (3) | Al General EconoliveR Bouse Targaryees-Currently Hiring by d: National (Common). In General Wave-common could be a use of denine would also contait non-threat-fillowar/targaryee | n for movin/formation |
| Road to Westeros Family History Troubleshoot: Delivery Errors | Castle Upkeep Grandishing a sword- how to Castle upkeep Save costs using these insights! | Announcement: Battle results | |
| View 3 articles - | ★ FAQs (1) | The following day Darnerys and Turios discuss a plan to deal with the Slaver faet currently believing the | city. Deenerys declares her plans to "return their cities to the dirt" but Tyrion |

*Please note, our Feedback feature is not yet available for Multi-Branded Portals.

Tickets

Group tickets by brand, create filters to track these tickets and search for any relevant tickets for any of your brands too! Each ticket will be linked to a brand which will automatically be populated when a ticket is submitted via your portal, agents can update the brand when creating a new ticket, or a ticket is created by email.

| My Tickets | _ |
|--------------------------------|---|
| ivity floridits | 25 |
| Default | 24 |
| House Targaryen | 1 |
| Tickets I Follow | 39 |
| FILTERS | ¢ |
| Awaiting User | 197 |
| House Lannister | 3 |
| House Targaryen | 2 |
| | House Targaryen Tickets I Follow FILTERS Awaiting User House Lannister |

Triggers, Escalations, SLAs

To help you adjust your workflows and business processes to efficiently manage your multiple brands, you can create triggers, escalations and SLAs using brands as a form of criteria. Create automations for specific brands only, track brand specific SLAs easily and create processes to automatically assign tickets the correct brand!

| 3 Triggers | 0 × 0 | Title * | | |
|--------------------------------------|--|----------------------|---|------------------------------------|
| 5 Department Triggers 👻 | | | This title will be used throughout the | e admin interface to refer to this |
| Email Account Triggers 👻 | | Event | When a new ticket is created | |
| Send agent notifications | | | 🗸 By a user | By an agent |
| | | | 🗸 via the web 🔅 | via the agent inter |
| Send auto-reply confirmation to user | | | 🗸 via email | 🗹 via email |
| Send user new ticket by agent | | | 🗸 via the API | via the API |
| | | | | via the mobile app |
| + Add | | Criteria | | |
| | | The criteria section | is a list of terms that must match before the | actions are applied to the ticket. |
| | when The following conditions are met: | | | |
| Organization is v Company A v | | | | |
| | | Criteria | | |
| | | or T | he following conditions are met: | |
| | | Criteria | | |
| | | Actions | | |
| | | Actions | | |
| | | These actions will a | pply when all of the criteria pass. | |
| | | then T | he following actions will run: | |
| | | Set Brand | Default v | |
| | | C Action | Default | |
| | | | House Targaryen | |
| | | | House Lannister | |
| | | | | Save |

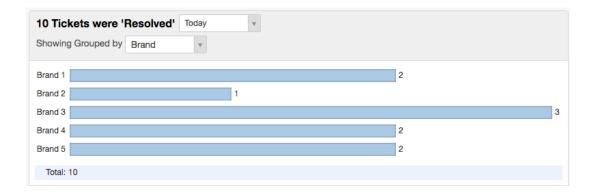
Snippets

You can now insert "brand" as a variable when creating snippets, helping your agents to manage multiple brands productively and efficiently.

| Add Snippet | |
|---|--|
| Category: Brands O Language: English | Draft |
| Brands, brands, brands | |
| | - × |
| Hi there, | |
| Thank you for contacting the {{ ticket.brand.name }} helpdesk | |
| <pre> 9 Shortcut Code: % Enter a shortcut % </pre> | Brand Insert Variable Learn more about variables |
| Save | |

Reporting

Capture data on your key metrics and indicators in relation to each of your brands. Use DeskPRO's reports dashboard and builder to view and export data on brand related queries to determine trends and for any analysis.



Questions and Answers

Can I restrict agents to specific brands?

Yes you sure can! Let your expert agents manage the brands they know best, by creating permission groups that link to the right department and brand! Allow your agents access to as many brands as needed.

How do I set up unique contact forms for each of my brands?

Brands are linked to departments so you can set up a contact form for each department, and attach the relevant brands! This means you can display brand specific forms by creating unique departments, or display generic support forms to all brands!