

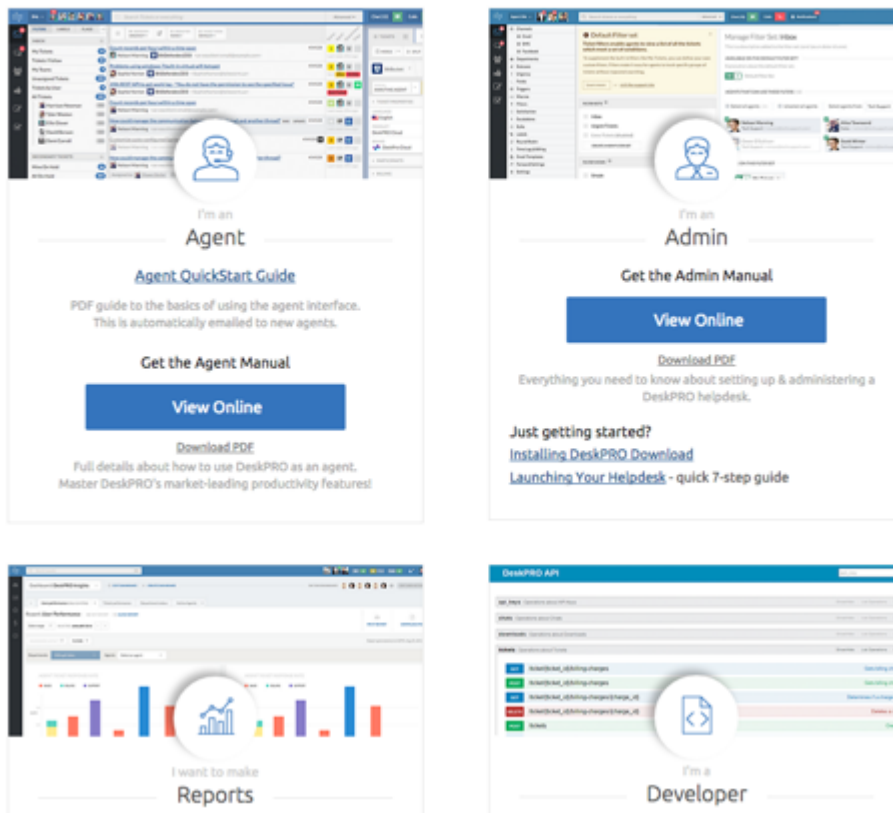
Improved Documentation System

2015-03-06 - Ben Henley - Comments (0) - Product

We want to make sure that you can get the best out of DeskPRO, so we've improved the way we publish our manuals and other guides.

From now on, your new destination for DeskPRO documentation is manuals.deskpro.com.

DeskPRO Manuals & Guides



The image displays four distinct landing pages for DeskPRO documentation, each featuring a screenshot of the software interface at the top and a white content box below. The content boxes are designed for different user roles:

- I'm an Agent:** Promotes the 'Agent QuickStart Guide' as a PDF guide emailed to new agents. It includes a 'View Online' button and a 'Download PDF' link with a description: 'Full details about how to use DeskPRO as an agent. Master DeskPRO's market-leading productivity features!'
- I'm an Admin:** Promotes the 'Admin Manual' with a 'View Online' button and a 'Download PDF' link. It states: 'Everything you need to know about setting up & administering a DeskPRO helpdesk.' It also includes links for 'Just getting started?' such as 'Installing DeskPRO Download' and 'Launching Your Helpdesk - quick 7-step guide'.
- I want to make Reports:** Features a bar chart from the software interface. The text below reads 'I want to make Reports'.
- I'm a Developer:** Promotes the 'DeskPRO API' with a code icon. It includes a list of API endpoints like 'api/v1/agents/getting-changes'.

You'll find greatly improved online versions of all the manuals. They're now fully searchable, and you'll find it easier to link to specific sections or bookmark them for future reference.

(And if you prefer PDFs, don't worry - you'll find PDF versions of the manuals there too).

Of course, we'll still be updating our [Knowledgebase](#) with useful articles that fall outside the scope of the manuals, like FAQs, troubleshooting help, and configuration examples.

Where did the Install Manual, Importer Manual and Update Manual go?

We've moved the content of those manuals into the Admin manual.

Where did the PDFs go?

We used to host the old PDF manuals on the Download section of our portal. Now they'll be available on manuals.deskpro.com.

I've found a mistake, formatting error or something missing!

Email support@deskpro.com to report any problems.