



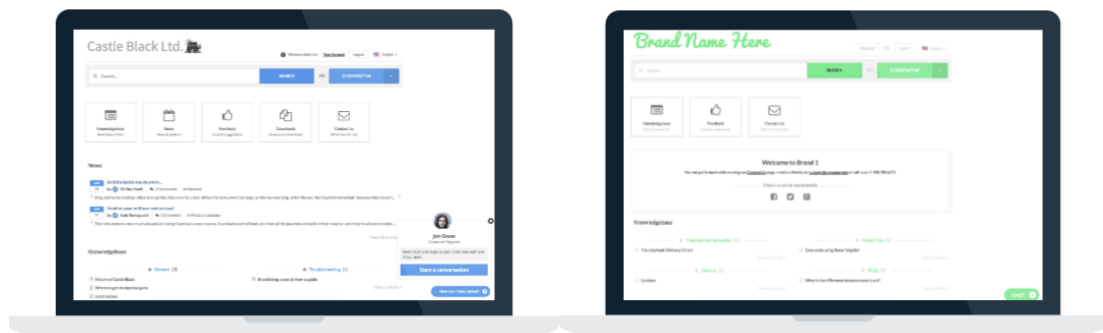
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Create a Multi-Brand Helpdesk with DeskPRO

2016-07-06 - Lauren Cumming - [Komentarjev \(0\)](#) - [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!

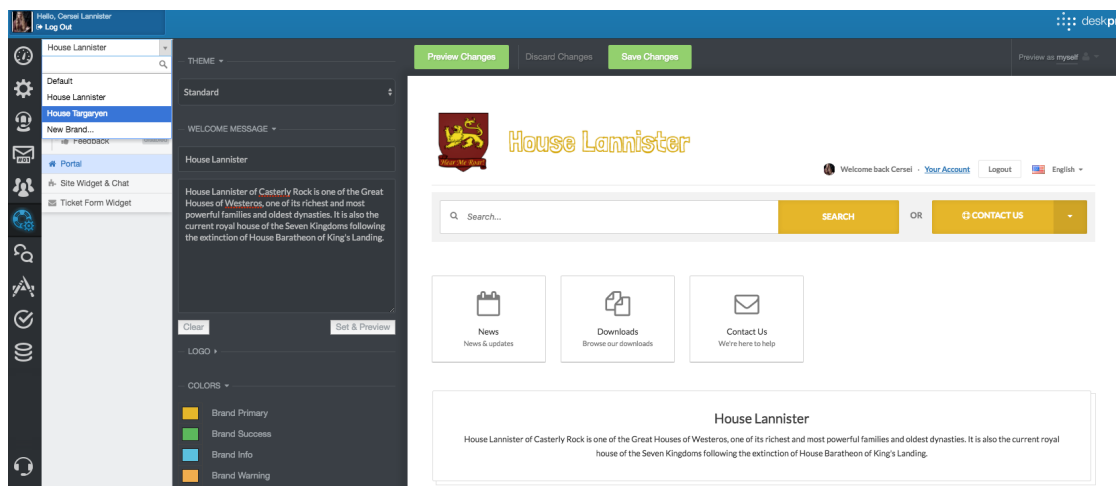
This means unique knowledgebase articles, news posts, download files, chat widgets, contact forms and of course the ability to brand each portal with different logos, colours, fonts and layouts. Each brand will have its own subdomain so you can direct the right users to the right content! For set-up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



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!

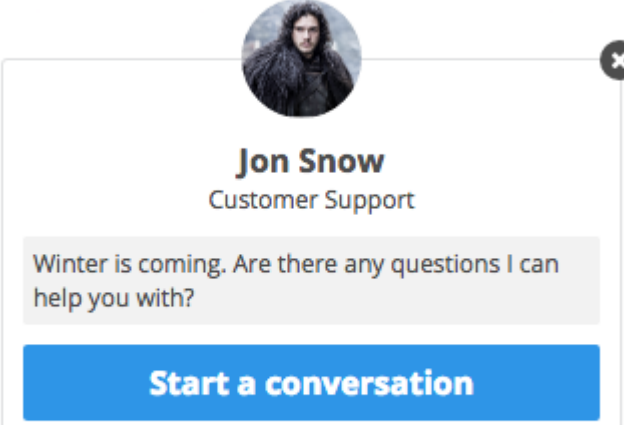
*More advanced editing is available using our template and CSS editor.



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

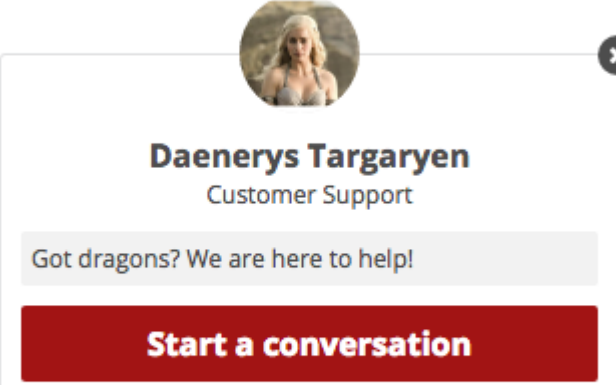
to change the widgets accordingly.



A widget for Jon Snow, Customer Support. It features a circular profile picture of Jon Snow at the top left, a close button (X) at the top right, and a blue 'Start a conversation' button at the bottom. The text inside the widget reads: 'Jon Snow', 'Customer Support', and 'Winter is coming. Are there any questions I can help you with?'.



A blue rounded button with the text 'Help' and a white question mark icon.



A widget for Daenerys Targaryen, Customer Support. It features a circular profile picture of Daenerys Targaryen at the top left, a close button (X) at the top right, and a red 'Start a conversation' button at the bottom. The text inside the widget reads: 'Daenerys Targaryen', 'Customer Support', and 'Got dragons? We are here to help!'.



A red rounded button with the text 'Questions? Fire away.' and a white question mark icon.

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.

Knowledgebase articles, News & Downloads

Help your users have a more personalized 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.

**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.

The screenshot shows a ticket management interface. On the left, the 'USER' section displays 'Tyrian Lannister'. Below it, the 'PROPERTIES' section shows 'Brand' set to 'House Lannister' and 'Department' set to 'Support'. The 'MESSAGE' section shows an 'Agent' set to 'Unassigned' and a 'Subject' of 'Where are you?'. The message content begins with 'Hello Tyrian,'. On the right, the 'AWAITING AGENT' sidebar shows 'My Tickets' with a count of 25, 'Default' with 24, and 'House Targaryen' with 1. Below this, 'Tickets I Follow' has a count of 39. The 'FILTERS' section shows 'Awaiting User' with 197, 'House Lannister' with 3, and 'House Targaryen' with 2.

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!

The screenshot shows a trigger configuration interface. On the left, there is a sidebar with '3 Triggers' and a list of triggers: '5 Department Triggers', '2 Email Account Triggers', 'Send agent notifications', 'Send auto-reply confirmation to user', and 'Send user new ticket by agent'. Each trigger has a toggle switch. The main configuration area has a 'Title' field. The 'Event' section is set to 'When a new ticket is created' and includes checkboxes for 'By a user' (checked) and 'By an agent' (checked). Under 'By a user', 'via the web', 'via email', and 'via the API' are checked. Under 'By an agent', 'via the agent inter', 'via email', and 'via the API' are checked. The 'Criteria' section has a heading 'The criteria section is a list of terms that must match before the actions are applied to the ticket.' and a 'when' condition: 'Organization is Company A'. The 'Actions' section has a heading 'These actions will apply when all of the criteria pass.' and a 'then' condition: 'Set Brand' with a dropdown menu showing 'Default', 'House Targaryen', and 'House Lannister'. A 'Save' button is at the bottom right.

Snippets

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

