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New Feature: Keep Files On Your Users (Literally)

2016-04-12 - Ben Henley - [Komentarjev \(0\)](#) - [Product](#)

It's important to know about your users. DeskPRO already enables you to keep detailed profiles for users and organizations, with notes, contact information, and easy access to past tickets and activity history.

We've added the ability to store files right on CRM records, for quick reference by your agents. It might be the custom software driver you made for a user, a VIP client's biography, a company operating manual, a set of invoices... anything that will improve your service.

The screenshot shows a user profile page with a 'PROPERTIES' section containing 'Timezone: Europe/London (GMT +1)' and 'Local Time: Thur, 7th Aug 2014 4:57 pm'. Below this is a 'FILES' section with a sub-header 'ADD FILE' and a single file entry: 'YHartwell-Get-Big-Fast.mobi.pdf' by 'Lucida Cram' on 'Thur, 7th Aug 2014'. The file description is 'His autobiography' and it has 'delete' and 'edit' options. To the right, there are partial views of 'ORGANIZATION' (CEO, Tes) and 'USERGROUPS' (Registered).

When your DeskPRO helpdesk is upgraded to the latest version, you'll see a new **Files** section in user and organization profiles.

The screenshot shows an organization profile page with 'MEMBERS 5' and 'TICKETS 1' tabs. A search bar is present with the text 'Add a person to this organization'. Below are five member entries: Saifa Auron (No position set), Dan Browdown (No position set), Yossarian Glix (No position set), Yolo Hartwell (CEO), and Quentin Small (Tester). Each entry has a profile picture, name, position, and icons for 'add' and 'remove'. Below the members list is a 'FILES' section with a sub-header 'ADD FILE' and a single file entry: 'Company-Prospectus.pdf' by 'Sam Bibro' on 'Thur, 7th Aug 2014'. The file description is 'Good info here' and it has 'delete' and 'edit' options.