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New & Improved DeskPRO Portal

2016-05-25 - Ben Henley - [Komentarjev \(0\)](#) - [Product](#)

The new DeskPRO portal system is now generally available for all customers.

The screenshot displays the new DeskPRO Helpdesk portal. At the top, there is a dark navigation bar with 'AGENT' and 'ADMIN' options. Below this, the 'Helpdesk' header includes a user greeting 'WELCOME BACK DANDRE', 'YOUR ACCOUNT', 'LOGOUT', and a language selector set to 'ENGLISH'. A search bar with a 'SEARCH' button and a 'CONTACT US' button are prominently featured. Below the search bar, five main navigation tiles are shown: 'Knowledgebase' (Read help articles), 'News' (News & updates), 'Feedback' (Custom suggestions), 'Downloads' (Browse our downloads), and 'Contact Us' (We're here to help). The 'News' section lists two recent articles: 'NEW: Flower arranging classes' and 'Branching out: new store opens in Lakeside district'. The 'Knowledgebase' section is divided into two categories: 'General' (13 articles) and 'Ordering a delivery' (4 articles), with a 'help' button in the bottom right corner.

If you're already a DeskPRO customer and you want to try out the new portal on a test helpdesk, you can sign up for a trial at www.deskpro.com/signup/ to explore the great design improvements and new features. (See [our earlier post](#) for a reminder of what the new portal system includes).

We'll make the new portal available for existing helpdesks soon - we know a lot of you are excited for this major update! If you have a Cloud helpdesk, we will email you in advance to inform you when your helpdesk will be updated to the new system.