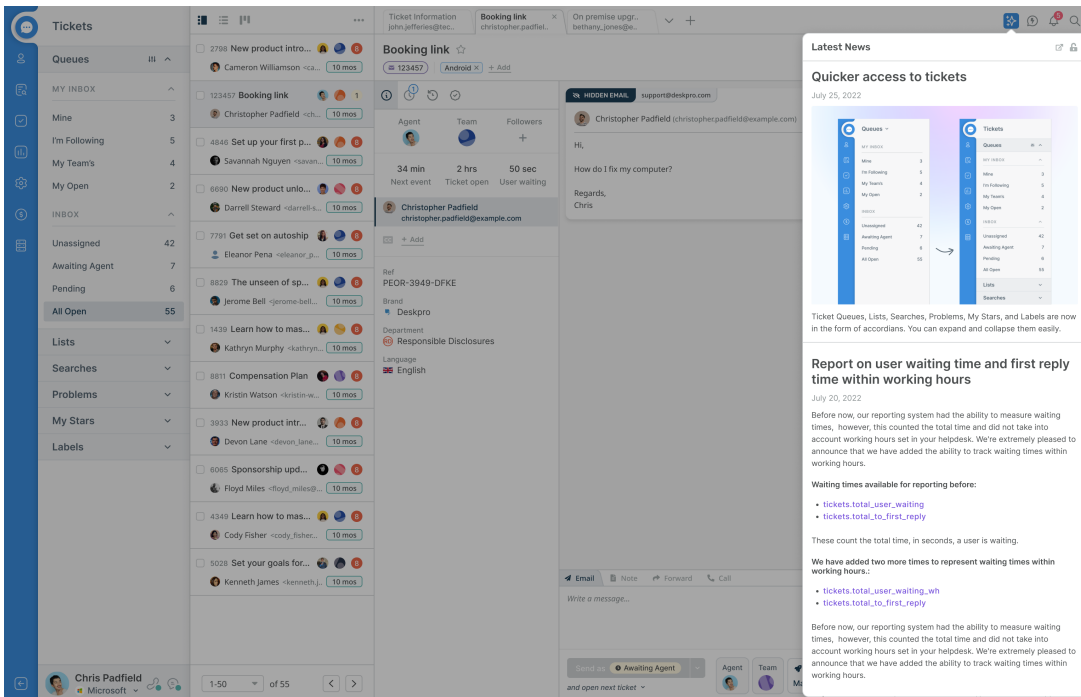



Stay up to date with all of Deskpro's recent changes

2022-08-30 - Lara Proud - Yorumlar (0) - Product (Agent)

In addition to our Latest Updates pop up, we are announcing our brand new **Recent Changes** App! You can find a complete list of all the newest features that have been released via the App in the Agent interface



The screenshot shows the Deskpro Agent interface. On the left is a sidebar with 'Tickets' and various filters like 'Queues', 'MY INBOX', 'Mine', 'I'm Following', 'My Teams', 'My Open', 'INBOX', 'Unassigned', 'Awaiting Agent', 'Pending', 'All Open', 'Lists', 'Searches', 'Problems', 'My Stars', and 'Labels'. The main area displays a ticket list with columns for status, agent, and time. A central chat window shows a conversation with 'Christopher Padfield' regarding a 'Booking link'. On the right, a 'Latest News' app is open, titled 'Quicker access to tickets'. It features two main sections: 'Ticket Queues, Lists, Searches, Problems, My Stars, and Labels are now in the form of accordions' and 'Report on user waiting time and first reply time within working hours'. The app includes a table of ticket counts and a list of waiting times available for reporting before and after the update.

Access the app by clicking on the  icon in the top right-hand corner of the interface (next to Agent IM). From the app, you will see a continuous feed of all the latest changes and features that are available on your helpdesk.

You can scroll through the list in the app and see all the new functionality we have added to Deskpro, or you can view the updates in the Help Center by clicking on the redirect arrow icon in the top corner.