Quick Start Guide for new agents

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We have produced a PDF Quick Start Guide which is automatically emailed to new agents when their account is created.

It's a 12-page guide aimed at helping new agents learn to use the DeskPRO interface and understand the range of features available. It also includes a glossary of DeskPRO terminology.

You can download the guide here.

We will be working to improve the guide and keep it up to date to reflect changes in DeskPRO. We'd welcome your feedback.