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Ben Henley - 2017-11-09 - Comments (0) - Deskpro Legacy

Question:

Our company has several different groups with different branding and configuration needs. Can I install multiple copies of Deskpro On-Premise?

Answer:

Deskpro configuration is flexible enough that in most cases, you can offer different branding within one helpdesk.

For example, you can:

- use completely different email templates (including custom footers) for each brand
- show different portal content categories to different usergroups
- <u>limit the tickets an agent can see by brand, using department permissions</u>

If required, it is possible to run multiple copies of Deskpro on the same server. In that case, you will need to buy a separate license for each one.