

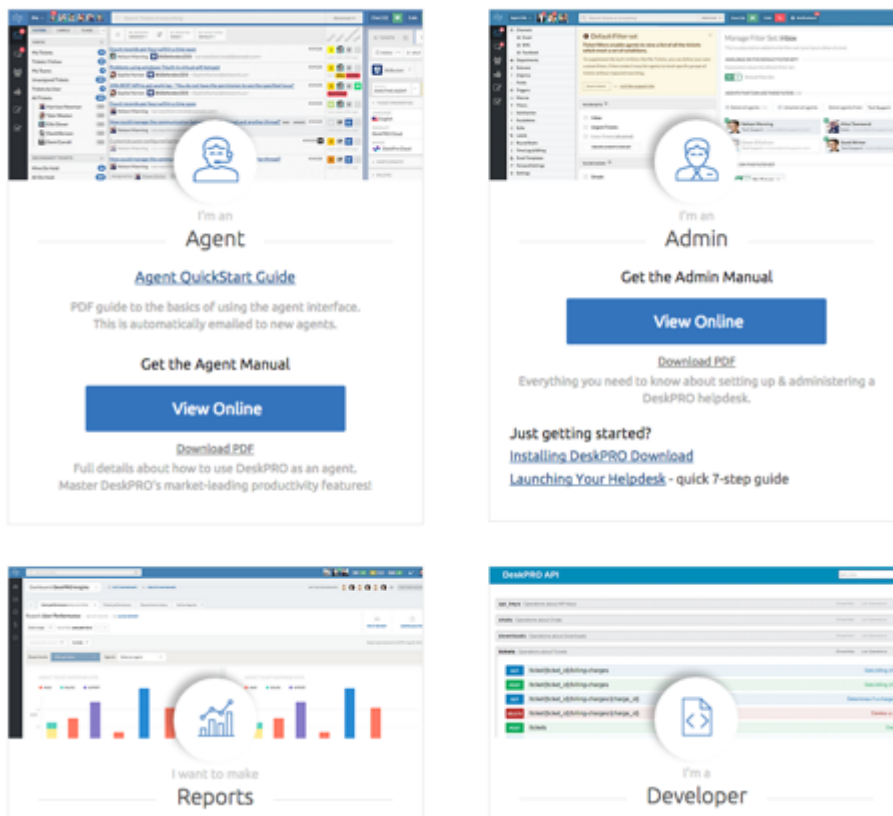
Improved Documentation System

2015-03-06 - Ben Henley - Comments (0) - Product

We want to make sure that you can get the best out of DeskPRO, so we've improved the way we publish our manuals and other guides.

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DeskPRO Manuals & Guides



The image displays four panels of DeskPRO documentation, each with a circular icon representing a user role and a corresponding screenshot of the software interface. The panels are:

- I'm an Agent:** Features a circular icon with a person's head. Below it, the text reads "I'm an Agent", "Agent QuickStart Guide", "PDF guide to the basics of using the agent interface. This is automatically emailed to new agents.", "Get the Agent Manual", a blue "View Online" button, and "Download PDF" with the subtext "Full details about how to use DeskPRO as an agent. Master DeskPRO's market-leading productivity features!"
- I'm an Admin:** Features a circular icon with a person's head. Below it, the text reads "I'm an Admin", "Get the Admin Manual", a blue "View Online" button, and "Download PDF" with the subtext "Everything you need to know about setting up & administering a DeskPRO helpdesk." Below this, it says "Just getting started?" followed by links for "Installing DeskPRO Download" and "Launching Your Helpdesk - quick 7-step guide".
- I want to make Reports:** Features a circular icon with a bar chart. Below it, the text reads "I want to make Reports".
- I'm a Developer:** Features a circular icon with a code symbol. Below it, the text reads "I'm a Developer".

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(And if you prefer PDFs, don't worry - you'll find PDF versions of the manuals there too).

Of course, we'll still be updating our [Knowledgebase](#) with useful articles that fall outside the scope of the manuals, like FAQs, troubleshooting help, and configuration examples.

Where did the Install Manual, Importer Manual and Update Manual go?

We've moved the content of those manuals into the Admin manual.

Where did the PDFs go?

We used to host the old PDF manuals on the Download section of our portal. Now they'll be available on manuals.deskpro.com.

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