

# All features

Deskpro is full of features and customizable components. Everything is included, no hidden fees.

## @ Mentions

Alert, notify and communicate with other agents by '@' mentioning them in ticket notes.

## Admin Access Log

View and audit a full log of all administrative interactions within the helpdesk.

## Admins

Assign specific agents with administrative privileges to control functions within the helpdesk.

## Advanced CRM Search

Search for users or organizations using a powerful advanced search function.

## Advanced Portal Editing

Customize the user portal with complete freedom and flexibility so it looks like part of your website.

## Advanced Ticket Search

Execute detailed custom searches from the - even using custom field values.

## Agent Accounts

Manage your own and other agent account settings, including notification and other helpdesk preferences.

## Agent Activity Reports

Run reports based on agent actions across certain dates to audit or monitor or audit activity.

## Agent Chat Permissions

Determine how agents can interact with the live chat system.

## Agent Deletion

Delete any agent from the helpdesk, or convert their account to a user profile.

## Agent Department Permissions

Limit agent access to tickets that belong to specific departments.

## Agent Email Replies

Determine how the helpdesk processes agent replies to email notifications. Select either agent notes or user replies.

## Agent Hours Reports

Reveal how much time is spent by agents interacting with the helpdesk across time.

## Agent Instant Messaging

Allow agents to communicate and collaborate within the helpdesk instantly.

## Agent Monitoring

Monitor how agents are using and interacting with the helpdesk with an agent activity log.

## Agent Notes

Communicate with only other agents within open tickets using notes and @ mentions.

## Agent Notifications

Determine which notifications agents receive.

## Agent Password Management

Set the standards and requirements agents must meet when setting their own account passwords.

## Agent People Permissions

Determine how agents can interact with users and organizations across your helpdesk.

## Agent Permissions

Determine exactly what individual agents are allowed to see and do on the helpdesk.

### Agent Profile Permissions

Determine whether agents are allowed to set their own profile picture and signature.

### Agent Properties

Define a number of properties for each agent that define the way they interact with the helpdesk.

### Agent Publish Permissions

Determine how agents can interact with or manage helpdesk user portal content.

### Agent Task Permissions

Determine whether agents have access to set their own tasks or not.

### Agent Ticket Permissions

Limit agent access to tickets based on permission settings and the status or properties of tickets.

### Agent Zones

Determine whether agents can access administration and reporting helpdesk features.

### Agent-only Ticket Fields

Only reveal particular custom fields to agents rather than users.

### Agents

Manage the individuals in your organization who use your helpdesk to provide support to users.

### API Import and Export

Use our RESTful API to move data between an external source and your helpdesk.

### App Permissions

Enable or disable permissions for certain agents or agent groups, determining how they interact with helpdesk apps.

### Application Support

Deskpro is always kept up to date, and all customers are upgraded to the latest version of the software automatically.

### Apps and Integrations

Use an entire library of bespoke helpdesk apps and integrations.

### Authentication Apps

Enable users and agents to log in using credentials from external services.

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### Auto Attendant

Route users to the right department or agent before calls appear in the agent interface.

### Automatic Ticket Locking

Enable the automatic locking of a ticket when opened by an agent.

### Automatic Translation

Translate message content using Microsoft Translator.

### Autosave Ticket Drafts

Closing the ticket tab or browser window before you submit a new message or note, automatically saves a draft.

### Billing

Bill users amounts of money based on the amount of support you provide.

### Billing Reports

Run simple reports on time or monetary charges logged by agents using the time log and billing functions.

### Billing Security

Deskpro is verified as Payment Card Industry Data Security Standard (PCI DSS) compliant.

### Built-In Reports

Run dozens of built-in reports to discover key insights regarding different aspects of helpdesk performance.

### Bulk Adding Agents

Add multiple agents to the helpdesk at a time using either a list of email addresses, or a CSV spreadsheet of agent data.

### Call Queues

Group agents in teams or departments into queues and route calls to them accordingly.

### Call Recording

Automatically record and save all active calls within Deskpro for future reference.

### Call Round Robin Distribution

Distribute calls to agents in a queue evenly, based on a simple queue or a 'least utilized' model.

### Call Routing

Ensure the right user is directed to the right agent on the phone with intelligent call routing.

### Call Tickets

Assign calls to a new ticket, existing ticket, or to an existing user within the helpdesk.

### Caller ID and History

Incoming calls display customer details that arm agents with vital support information.

### CAPTCHA

CAPTCHAs are displayed to users who demonstrate potentially abusive or suspicious activity.

### Chat Departments

Control access to chats in conjunction with usergroups and agent permission groups.

### Chat Embedding

Embed the chat widget on your website to connect with users without them visiting the portal.

### Chat History

View all open and closed chats from within the helpdesk interface.

### Chat Tickets

Create a ticket that is linked to the chat session when you're not able to resolve the user's problem during a chat.

### Cloud vs On-Premise

Choose between our hosted service, or run Deskpro on your own server infrastructure.

### Comments

Allow users to comment on portal content, and foster valuable discussion.

### Compulsory Fields

Ensure agents provide vital information. Make selecting or entering values for some of the ticket fields compulsory.

### Content Categories

Organize your portal content into categories to help users find what they're looking for.

### Content Labels

Add labels to content in order to categorize and increase its discoverability for agents and users.

### Content Publishing

Author, publish and manage content on your web portal from within the helpdesk.

### Content Translation

Create and manage translated versions of your content in over 25 languages.

### Copy and Paste Agent Settings

Copy the settings you've already configured for other agents and apply them to others with ease.

### CRM

View and manage all your user records with ease and simplicity.

### CSV User Import

Import existing lists of users into Deskpro with ease.

### Custom Automatic Emails

Customize the auto-reply emails for each department or automation.

### Custom Chat Fields

Set up custom fields to record additional information about chats.

### Custom CRM Fields

Define custom fields for user and organization records to store the most pertinent information.

### Custom Domains

Control the the exact URL and IP address associated with your helpdesk if you're using Deskpro On-Premise.

### Custom Ticket Fields

Categorize tickets using data fields most pertinent to your organization or specific department.

### Custom Ticket Filters

Define your own criteria for custom filters, and determine how you receive notifications about tickets which match the filter.

### Custom Triggers

Customize trigger behaviour by modifying default triggers, or by creating your own.

### Custom User Fields

Capture the user information that's most pertinent to your specific organization.

### Custom Widgets and Apps

Create your own widgets and apps to modify the helpdesk agent interface using HTML and Javascript.

### Dashboards

View key helpdesk performance data that's beautifully presented.

### Data Security

All customer data is immediately written to disk and backed up across multiple locations.

### Date and Time Settings

Customize the specific format your helpdesk uses to display dates and times.

### Department Email Accounts

Assign tickets submitted to particular email addresses to specific departments.

### Department Triggers

Define which automated actions run when tickets in specific departments are submitted or changed.

### Departments

Divide the helpdesk into groups that reflect your organization, and control access.

### Downloads

Make important files and resources available to your users from the portal.

### Duplicate Email Detection

Automatically ignore duplicate emails sent from the same user within a short period of time.

### Email Abuse Prevention

Automatically start rejecting email messages from spam bots, rogue automations or abusive users.

### Email Account Triggers

Specify exactly what happens when new tickets are sent to email accounts linked to the helpdesk.

### Email Actions

Trigger helpdesk actions by adding special email action codes to your replies.

### Email CC Following

Allow users to add agents as followers of tickets submitted with their address as a CC.

### Email Rate Limiting

Prevent abuse by limiting the maximum number of emails a person can send in a short period of time.

### Email Subject Matching

Automatically determine whether incoming email messages are replies to existing tickets.

### Email Templates

Easily select, edit and customize the content of automatic notification emails.

### Email Ticket Accounts

Configure the email accounts that will be used to accept tickets and distribute email notifications.

### Email Ticket Creation

Create tickets on behalf of users by email instead of from the agent interface, or forward a user email to an email address configured to automatically create tickets.

### Email Ticket Replies

Reply to tickets in your email client, rather than in the agent interface itself.

### Emoji Support

Use your favourite emojis in ticket replies and chats to add a playful edge to your support.

### Escalations

Run actions on tickets that have spent a set amount of time in a certain state.

### Exporting Tickets

Download PDFs and print ticket information.

### Feedback

Elicit, view and manage user feedback, requests, and suggestions in the user portal.

### Feedback Categories

Allow users to select the category their feedback belongs to in order to speed up time to resolution.

### Feedback Status

Set the status of feedback submissions so users have visibility into how they might be actioned.

### Feedback Types

Determine the types of feedback users can submit in the user portal.

### Filters

Select groups of helpdesk items to view, manage and work on - using custom and built-in filters.

### Flags

Organize tickets using flags; which aren't visible to other agents - only you.

### Follow Ups

Automatically run specific actions on individual tickets after a defined period of time has elapsed, or on a specific date.

### Full Import Tool

Easily migrate existing helpdesk data from other providers such as Zendesk, Kayako, Spiceworks, osTicket and Parature.

### Quick-link to Articles and Resources

Use external code to retrieve, modify, or create data within the helpdesk.

### Glossary

Provide users with definitions of terms you use across other content.

### Group Agent Instant Messaging

Communicate and collaborate with multiple agents or teams at the same time.

### Grouping Tickets

Customize filters by grouping tickets to create a subfilter.

### Guides

Create your own indexed library of instructive user manuals, built right into the user portal.

### Helpdesk CRM

View and manage all your user records with ease and simplicity.

### Inbound Ticket Forwarding

Allow agents to forward an email from personal accounts to the helpdesk and automatically assign the correct user - rather than the agent.

### Incoming Email Log

View and audit emails that have been received by accounts you have linked to the helpdesk.

### IP Whitelisting

Only allow agents to log in from trusted IP addresses.

### Knowledgebase

Author and publish articles that provide users with how-to information and answers to FAQs.

### Label Colors

Assign colors to each label in order for agents to understand tickets at a glance.

### Label Permissions

Disable the ability for agents to create labels, allowing them to only apply existing ones.

### Labels

Apply labels to tickets, user/organization records, articles/news posts/downloads and feedback items in order to categorize or understand them with ease.

### Languages

Allow your agents to use the helpdesk in over 25 languages.

### Linked Tickets

Associate tickets with one another without merging them. Useful for controlling visibility amongst users, agents and third parties.

### Lists

After selecting a filter, results that meet filter criteria are displayed in lists - where you can view and select helpdesk items to interact with or work on.

### Live Chat

Communicate with users via real-time web-based text chat.

### Login as Agent

Log into the helpdesk as any agent for troubleshooting purposes.

### Login Lockout

Automatically lock an account after a number of failed login attempts within a short period of time.

### Macros

Apply pre-defined sequences of a whole range of actions to tickets with just a few clicks.

### Mass Actions

Apply the same action to up to 50 tickets at a time.

### Mobile Apps

Access key helpdesk functionality and features directly from your favourite devices.

### Multi-branded Portals

Support multiple brands or child organizations from a single helpdesk.

### Multi-agent Calls

Add another agent to an active call, or send calls to different agents and teams with cold and warm transfer options.

### Multi-agent Chat

Invite colleagues into live chats to provide users with the best support from the best agents.

### Multi-language Chat

Support chat in multiple languages and route chat to agents with particular language skills.

### Music and Greetings

Add greeting, hold, wait and IVR audio from your files, record new audio, or use our built-in text-to-speech generator.

### New Reply Triggers

Trigger ticket actions in response to events regarding new ticket replies.

### New Ticket Triggers

Trigger ticket actions in response to events regarding new tickets.

### News Posts

Keep users updated about new information regarding your organization, or its products and services.

### Non-Email Ticket Linking

Link tickets not submitted via email to particular email accounts.

### Notifications

Control which helpdesk events notify you and your agents.

### Number Extensions

Assign extension numbers for agents or departments.

### Organization and User Fields on Ticket Forms

Add custom user and organization fields to the ticket submission forms on the portal or embedded on your website.

### Organization Hierachies

Track parent-child relationships between organizations in your helpdesk.

### Organizations

Record and track the organizations and companies your users are associated with.

### Outbound Ticket Forwarding

Allow agents to forward individual ticket messages as email messages.

### Outgoing Email Log

View and audit pending email messages that have not yet been sent, and messages where sending has failed.

### Pending Articles

Turn ticket issues into pending knowledgebase articles.

### Per-User or Organizational Fields

Add custom multiple-choice fields that offer different predefined options for each user or organization.

### Permission Groups

Use permission groups to store sets of rules you can easily apply to multiple agents.

### Permission Overrides

Combine individual and group settings to grant particular agents in groups specific permissions.

### Physical Security

Deskpro service providers operate state-of-the-art data centers which are externally audited to the A SSAE 16 SOC 1 Type I standard.

### Portal Branding and Design

Change the look and feel of your helpdesk user portal to reflect your brand or business.

### Portal Rate Limiting

Prevent a user or bot from carrying out the same action repeatedly within a short period of time.

### Portal Templates

Easily select, edit and customize the layout of the user portal.

### Primary Teams

If agents belong to more than one team, select which one should take precedence.

### Problems and Incidents

Track, manage and link the problems and associated incidents in your organization that generate user issues and tickets.

### Quick Ticket Actions

Hover over a ticket title to see a list of controls to perform common ticket actions.

### Quick-link to Articles and Resources

Direct customers to user portal content whilst keeping active tickets open.

### Real-time List Updates

See tickets appear and disappear in real-time in the list view.

### Recent Activity

Easily find what you were just viewing or working on with a list of your recent activity.

### Regular Expression Text Validation

Create tickets on behalf of users by email instead of from the agent interface, or forward a user email to an email address configured to automatically create tickets.

### Report Builder

Create powerful custom reports to reveal exactly what you need to know using a simple DPQL query language.

### Report Exporting

Easily export and share reports with the rest of your organization in a range of formats.

### Reports

Monitor helpdesk activity and metrics, and generate reports with actionable insights.

### Round Robin Assignment

Automatically distribute chats, tickets and calls to agents evenly.

### Satisfaction Automations

Use satisfaction ratings as criteria for automation tools.

### Search

Full text search of tickets or other helpdesk items, such as live chat transcripts and organization profiles.

### Server Monitoring

Deskpro uses a number of services including pingdom, serverdensity, Cloudwatch, Scalyr, Newrelic, and others to monitor server performance.

### Shared Inbox

Manage all customer interactions and tickets from a single, shared inbox.

### Shortcut Commands

Create new content items like tickets, users, articles and tasks with ease - using shortcut commands.

### Site Embedding

Embed forms and widgets to allow users to access helpdesk features from your website.

### SLAs

Set up universal targets for replying or resolving tickets in the helpdesk.

### SMS Alerts

Automatically send SMS text messages to agents using in-built automation tools.

### Snippet Shortcodes

Insert snippets into responses by typing a simple shortcode straight into the reply.

### Snippet Variables

Automatically insert case-specific information into snippets using dynamic variables.

### Snippets

Create, manage and use a library of pre-defined responses to reply to customers with efficiency.

### Social

Provide support across your customer's favourite social platforms - like WeChat and Twitter.

### Spam

Automatically and intelligently mark unwanted and nuisance tickets as spam.

### Split Messages

Split messages about two different issues within the same ticket into two, separate tickets.

### SSO Authentication

Permit agents to log in using a single set of credentials for ease.

### Sub-Departments

Group similar or related departments by making them children of a parent department.

### Survey Request Emails

Send requests to users eliciting satisfaction survey feedback regarding agent performance.

### System Security

Connection with the Deskpro service is encrypted, and SSL encryption is available for both Cloud and On-Premise deployments.

### Tabs

Keep multiple helpdesk items like tickets, articles and chats open at any given time.

### Task Notifications

Notify agents when they have been assigned tasks to maximize accountability.

### Tasks

Plan and organize tasks agents have to complete in order to resolve user issues and tickets.

### Teams

Automatically or manually assign particular tickets to different groups of agents.

### Template Variables

Automatically change the content of templates based on dozens of variables.

### Ticket Archiving

Improve helpdesk performance by enabling ticket archiving of old tickets.

### Ticket Assignment

Assign tickets to individual agents or teams - automatically or manually.

### Ticket Attachments

Attach files to your messages using simple drag and drop - including screenshots, updated software drivers, or guides and manuals.

### Ticket Categories

Group tickets based on categories, a general-purpose grouping field to link tickets across departments.

### Ticket Deflections

Automatically direct users who are about to submit a ticket towards knowledgebase articles that might solve their problem.

### Ticket Field Validation

Set validation requirements for all ticket fields which require input from either a user or agent.



### Ticket Fields

Categorize tickets using extra fields that contain information including category, product, and workflow. Make certain fields compulsory to creating tickets.

### Ticket Followers

Keep track of tickets without assignment to that ticket. CC in agents who need visibility.

### Ticket Form Layouts

Configure which fields which appear in forms used to submit and edit tickets included on the user portal or embedded contact forms.

### Ticket Hold

Note that action is needed on a ticket, but another event needs to happen first.

### Ticket ID and Ref Code

Easily find or refer to tickets within the helpdesk using unique ticket IDs.

### Ticket Locking

Communicate to other agents that you're working on a ticket, and prevent them from editing or replying.

### Ticket Logs

View all ticket events, including; which SLAs were applied, automatic actions, which emails have been sent, and changes to properties.

### Ticket Merging

Merge tickets that pertain to the same issue but are from different users.

### Ticket Message Formatting

Apply rich text formatting to ticket replies.

### Ticket Message History

View all ticket message history between users and agents.

### Ticket Priority

Assign a ticket a priority level - ordered from lowest to highest.

### Ticket Products

Link tickets directly to the products and services your organization provides to users.

### Ticket Purging

Deleted or spam tickets are kept in the Recycle Bin for a set period of time before being permanently deleted by an automatic cleanup process.

### Ticket Reply Drafts

Automatically save ticket replies when you close the tab or browser window before it's been sent.

### Ticket Satisfaction

View a feed or summary of ticket satisfaction feedback provided by users.

### Ticket Status

Track whether it's an agent or the user that needs to act next on a ticket - or if the ticket has been resolved.

### Ticket Update Triggers

Trigger ticket actions in response to events regarding changes to existing tickets.

### Ticket Workflows

Record the stage of your support process that tickets are in.

### Tickets

Individual tickets contain all the information you need in order to solve customer issues or queries.

### Time Log

Record how long it takes to resolve a ticket.

### Timezones

Ensure local and international agents can work together harmoniously.

### Trigger Actions

Determine what you want to happen in response to ticket events by choosing from dozens of actions.

### Trigger Criteria

Define specific conditions that must be met for the trigger to run.

### Trigger Event Filtering

Set triggers to respond only to certain particular events depending on whether it was initiated by a user or agent, or via the web interface, email or API.

### Trigger Order and Control

Automatically run multiple triggers in any order that you arrange them in.

### Triggers

Set up powerful automatic actions to run in response to ticket events.

### Urgency

Automatically or manually assign an urgency score to tickets so agents can determine which ones need swift attention.

### User Blocking

Block users for the next 24 hours if they're abusing the chat function.

### User Change Log

View and audit any important changes made to user records.

### User Department Permissions

Limit the access and level of interactions users have to particular departments within your support operation.

### User History

View each user's entire history of tickets, chats and billing interactions.

### User Merging

Combine multiple or duplicate user records into a single one.

### User Password Management

Set the requirements for users when creating their own account passwords.

### User Portal

Allow users to interact with your helpdesk using a user portal that's embeddable on your website.

### User Records

Easily capture and view everything you need to know about your customers.

### User Registration

Control how users are able to create new accounts associated with your helpdesk.

### User Rules

Automatically associate users with organizations based on their email address.

### User Satisfaction

Allow users to rate your support for each ticket using a simple satisfaction survey.

### Usergroups

Group users together and determine permissions to control how they can interact with your helpdesk.

### Users

Create and manage user profiles for every individual that needs support from your organization.

### Voice

Provide your customers with phone support using fully-integrated helpdesk call centre software.

### Voice Permissions

Determine how agents, teams and departments are allowed to use phone helpdesk functions.

### Voicemail

Allow customers to leave a voicemail that automatically creates a ticket.

### Webhook Actions

Use helpdesk automation tools to interact with external services.