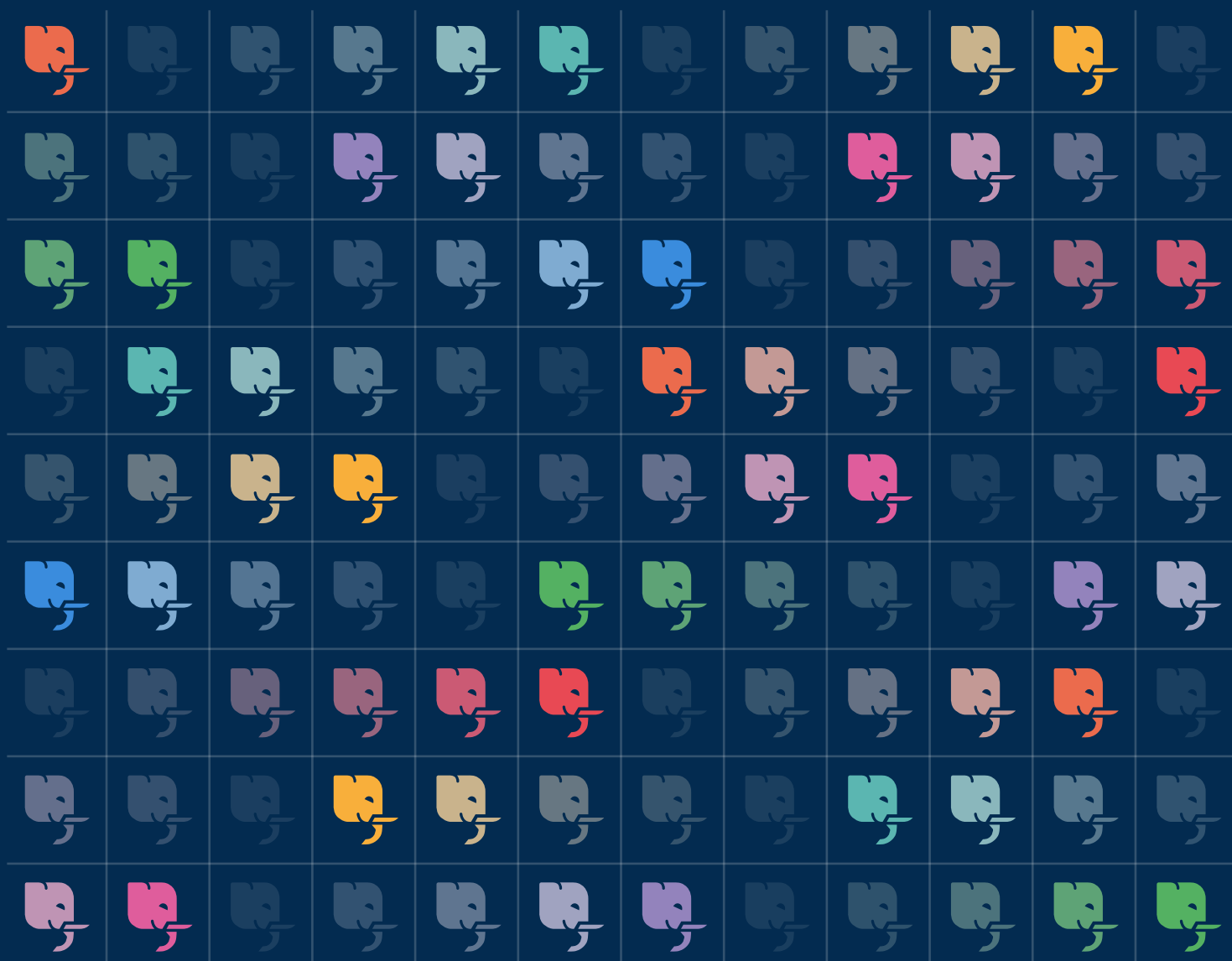


Product Brochure

An introduction to Deskpro's helpdesk software solution and capabilities.



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CUSTOMER SUCCESS SERVICES

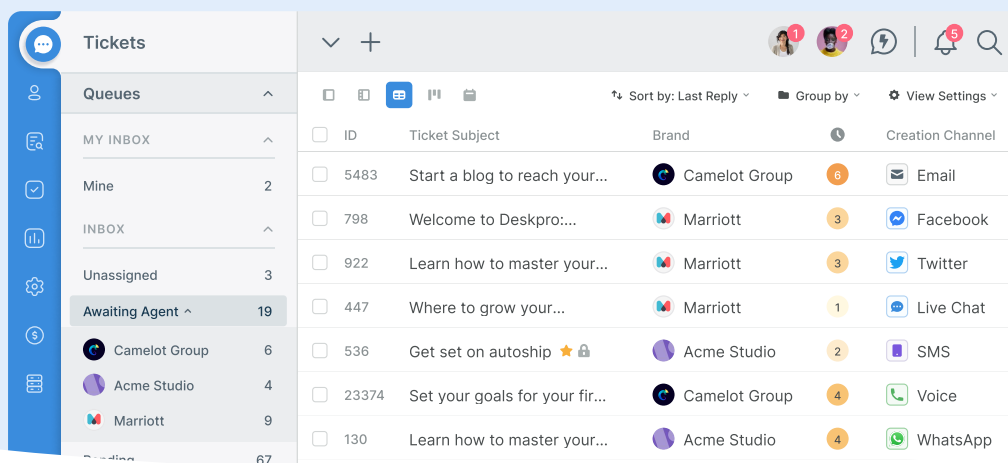
What kind of customer support and training does Deskpro provide?	23
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INTRODUCTION

What is Deskpro?

Deskpro is an **all-in-one helpdesk platform** that centralizes and streamlines support operations, hosted on Cloud or On-Premise.

Deskpro brings communication channels together to automate routine tasks, provide powerful analytics, and empower teams to deliver outstanding support experiences.



From our London headquarters

Deskpro provides world-leading organizations with software to supercharge their support. Designed, developed, hosted, and supported from our flagship office in London.

Founded in 2001

For over 20 years, Deskpro has empowered global businesses, from startups to enterprises, to deliver outstanding support.

Global Customer Support

Deskpro HQ is based in Wimbledon, London. And our friendly in-house team provide 24/7 worldwide support.

Host Anywhere

Deploy Deskpro how you like. Choose between secure Cloud AWS data centers in the US, EU, and UK, or self-host On-Premise.

Who are some of our global customers?

Check out some of the world-leading organizations that depend on Deskpro for first-class support.



How does Deskpro make your team more effective?

Deskpro boasts a number of features and functionalities that provide you with everything you need to deliver world-class customer service no matter your industry, use case, or deployment.

Some of our features that will boost your support service:



Ticketing

Manage every support ticket sent to your organization from any communication channel.



Live Chat & Chatbots

Provide instant support across your platforms with real-time and AI chat functionality.



Call Center & Voice

A fully-integrated call center software at your fingertips.



CRM Database

Store and manage your customer profiles in an integrated CRM.



Automation Tools

Intelligent automation tools help you track, organize and resolve tickets.



Reporting & Analytics

Stay on top of your organization's data with live and far-reaching analytical insights.



Help Center & Knowledgebase

Author your own self-service content to provide a 24/7 source of knowledge.



Social Channels

Provide support across the social media channels that your customers love.



Apps & Integrations

Connect your external tools with Deskpro and integrate with thousands of bespoke apps.



Instant Messaging

Internal messaging and communication lets your agents collaborate with ease.



AI-powered tools

Intelligent AI features let Agents action tickets, respond to messages, and summarize issues.



Agent Work Shift Automations

Enable seamless ticket allocation by combining automations with team shift patterns.

TICKETING SYSTEM

The Ticketing Interface

Effortlessly manage every support request within a single, highly organized ticketing system.

- ✓ Unlimited Email Accounts
- ✓ Unlimited Users
- ✓ Unlimited Tickets
- ✓ Unlimited Ticket Queues
- ✓ Unlimited Departments
- ✓ Unlimited Automations
- ✓ Unlimited Ticket Lists

Agent Notes

Use private internal notes to collaborate seamlessly and resolve customer issues. Agents can use notes to ask colleagues for assistance or add information to aid resolution.

 EMAIL

 **Georgie Howard** <georgiehoward@acme.com>

Has my payment for this month gone through?

 AGENT NOTE

 @Tim can you check if this payment went through?

 EMAIL

 **Tim** <tim@support.com>

Hi Georgie,
The card we have on your file has expired, you can update your billing info [here](#).

For Agents

Provide better support using intelligent helpdesk automation tools. Eliminate repetitive tasks to save time and reduce costs.

For Customers

Customers can submit tickets via email or a simple web form. Powerful custom fields can capture specific information for your agents.

Managing Tickets made easy:

Queues

Segment Tickets in real-time and give all agents an organized inbox. And create custom queues for agents, teams and departments.

Lists

Build global custom queries that retrieve specific lists of tickets, or let agents create their own for simple ticket management.

Stars

Agents can personally organize their tickets with Stars. Categorize stars by color so you can quickly filter and find specific tickets.

Problems

When something goes wrong that affects several users at once, Problems lets you link multiple incidents to manage the influx.

Labels

Add Labels to your Tickets to group them together globally and provide additional information for other agents working on them.

Ticket Search

Search against the contents of a ticket and form a list of tickets that match specific parameters that you can run over and over again.

Automation & Workflow Tools

Save time, reduce costs, and boost overall team efficiency with intelligent helpdesk automation tools that take away the manual tasks.

Round Robin Routing

Automatic ticket distribution and customized keyword routing ensures tickets are handled by the correct agents and workloads are shared evenly using Round Robins that link to your custom automations.

Criteria

When the following conditions are met:

Urgency	greater than	7 Seven
---------	--------------	---------

Actions

Then the following actions will run:

Set Assigned Agent



Triggers

Built-in and custom Triggers keep the helpdesk running smoothly. Ticket events trigger actions that categorize and route tickets to the right agents.



SLAs

Create custom goals to monitor ticket response times. Automatically prompt agents to act, run key actions, or send progress notifications to managers.



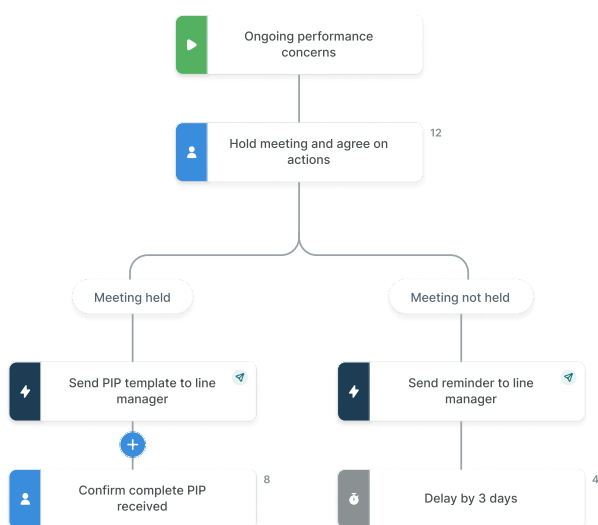
Escalations

Increase urgency, re-assign, add notes, or send survey requests after tickets have spent a pre-defined amount of time in a specific state.

Agent Work Shifts

Let ticket allocation interact seamlessly with your team's working schedule. Create Shift Patterns that control assignment and Chat or Voice availability for your agents.

	Monday	Tuesday	Wednesday	Thursday	Friday
Kiera Adams					
Jane Durham					
Michael Hughes					
Sarah Kawasaki					
William McLean					
Louise Rigby					



Workflows

Create custom workflows for tickets to follow a series of automations based on state, condition and any actions taken on the ticket.

Workflows can streamline and automate your key processes during ticket resolution.

Ticket Automations

Automate key processes in your organization to reduce manual tasks and streamline repetitive functions.

- ✓ Department-Specific Automations
- ✓ Custom Agent Access Permissions
- ✓ Unlimited Custom Fields
- ✓ Unlimited Ticket Templates
- ✓ Unlimited Approval Types
- ✓ Unlimited Recurring Tickets

The image shows two overlapping configuration windows. The top window is for 'Ticket Subject' and includes a text input field with the placeholder 'Daily backlog review: {{ creation_date }}', a note to 'Add variables for the date and sequence number', a 'Brand' dropdown menu set to 'Gorilla Group', a 'Department' dropdown menu set to 'Development', and 'Labels' buttons for 'Backlog' and 'Bug Board'. The bottom window is for 'Recurring Schedule' and includes a 'First Ticket' date picker set to '30 May 2023 09:00:00', a 'Repeat every' section with '1' and 'Week' selected, a list of days from Monday to Sunday with Monday through Friday selected, a 'Last Ticket' section with 'Never' selected, and an 'On' option with a date picker set to '31 August 2024 12:00:00'.

Recurring Tickets

Automate ticket scheduling at regular intervals for repeated processes to ensure consistency across your organization. Standardize core processes with pre-set custom fields for timely and accurate execution.

The image shows a 'Create ticket from template "New Hire"' interface. It has three tabs: '1. Ticket properties', '2. Preview message', and '3. Agent note'. Under '1. Ticket properties', there are sections for '1. User' (with 'Single' and 'Multiple' options), '2. Ticket Properties' (with 'Start Date' set to '15 March, 2023' and 'Send by' set to '7 March, 2023'), and '3. Assignment'. A 'TICKET TEMPLATES' sidebar is open, showing a search bar and a list of templates: 'New Hire', 'Equipment Request', and 'Leave of Absence', with a '+ Create new template' button at the bottom.

Ticket Templates

Create templated tickets for common helpdesk processes and speed up ticket creation. Agents can apply a template in two clicks to create a ticket with all the necessary fields.



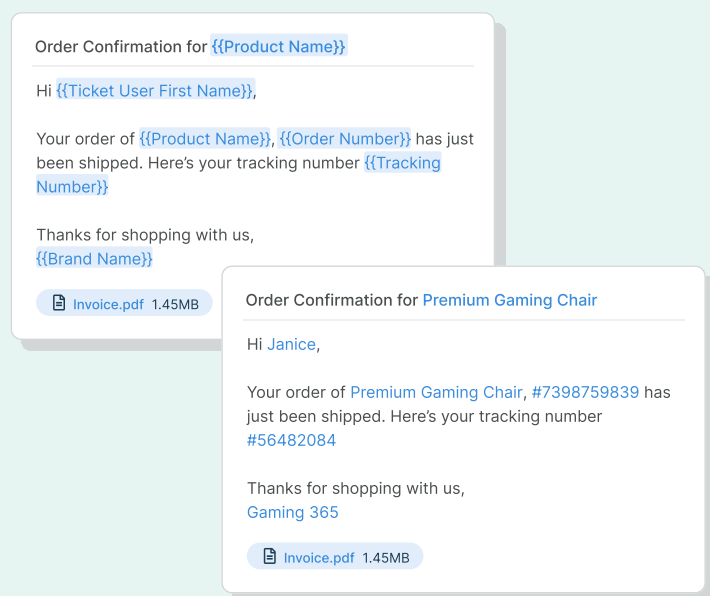
Approvals

Streamline approval processes for internal or external requests. Allocated decision makers can quickly and easily approve or reject proposals via Ticket or the Help Center.

The image shows an 'Approval' interface with a title bar containing icons for information, refresh, and user count. The main content area lists approval requests. The first request is 'Loyalty Discount Authorization' by a user, dated '5 Dec 2023', with a 'Pending' status and a 'Decision Required' button. The second request is 'Refund Approval' by three users, dated '11 Nov 2023', with an 'Approved' status. The third request is 'Minor Bug Fix' by two users, dated '19 Jul 2023', with a 'Rejected' status.

Agent Productivity Tools

Agents can create and apply personal automation tools to boost their efficiency and prompt swift resolutions.



Snippets

Allow agents to insert common and personalized responses in just two clicks. Reducing response times, and boosting agent accuracy and efficiency.



Follow Ups

Ensure your agents never forget to follow-up on a ticket, with automated actions and reminders that run specific to individual scenarios.



Macros

Automate common helpdesk processes with Macros, that execute a series of pre-defined actions to run to make recurring processes more efficient.

Collaboration Tools

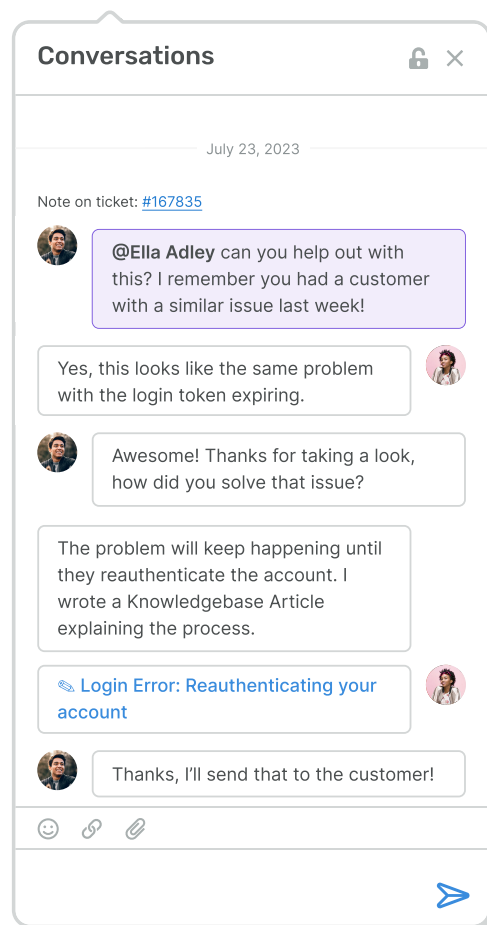
Deskpro is built with tools for seamless teamwork. Agents communicate and collaborate in one platform, reducing context switching and boosting productivity.

Agent Instant Messaging

Agent IM lets you collaborate with colleagues. And team and department group chats help communicate more efficiently about your work.

Private Agent Notes

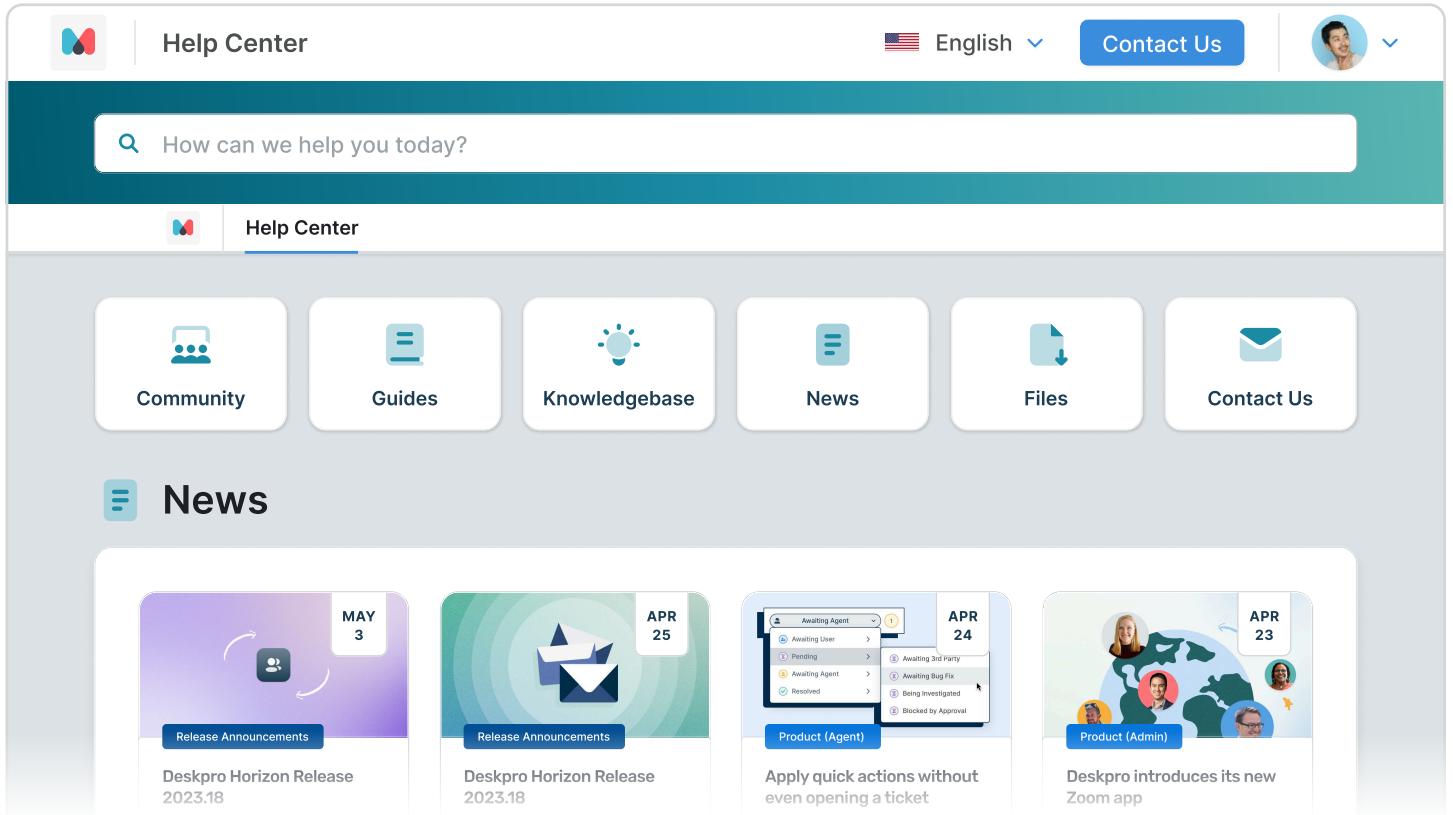
Use @mentions to ask for help, discuss solutions, and make support decisions all within a ticket thread protected from the customer view.



HELP CENTER SOFTWARE

Help Center

Provide round-the-clock support with a 24/7 in-built Help Center.
Reduce incoming tickets with a fully-integrated Knowledgebase and self-service Help Center.



Multi-branding

Host multiple end-user-facing Help Centers for different brands, products, or services.

24/7 Support

Give Users access to information around-the-clock letting you help them when they need.

Simple Navigation

Powerful search and ticket deflection ensures Users find information to solve any issue.

Localized Content

Create versions of your support documentation in multiple languages for global clients.

Control Permissions

Usergroup permissions control who has access to what both internally and externally.

Workflow Tools

Template and review tools make creating and maintaining high quality support content easy.

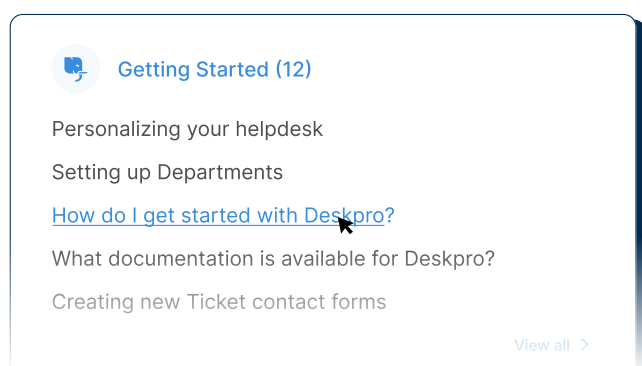
Knowledgebase

Create, publish and manage self-service content to provide answers to FAQs 24/7 and reduce customer support tickets.

Create Internal and External Knowledgebases

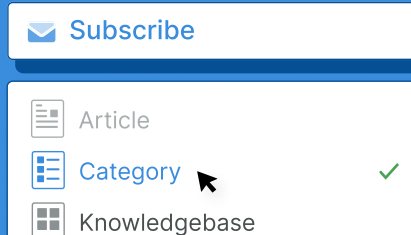
Create and manage multiple Knowledgebases for a variety of purposes all from one helpdesk, whether that's for different brands, departments, or products then specify permissions to control who views what.

Knowledgebase



Subscriptions

Your users can subscribe to your Knowledgebase, specific categories, or individual articles to be notified about any updates.



Publish an article once, that can solve an issue now and for hundreds of customers in the future.

And whether your customers prefer self-service or want to speak to a human, with Deskpro, you can provide both options simultaneously.

FOR AGENTS



Text Editor

Author content using the rich WYSWYG editor or the powerful HTML editor. Toggle between the two with ease.



Collaborate Easily

Work on articles in real time with instant updates. And automate publishing workflows with internal approvals and reviews.



FOR MANAGERS

Intelligent Metrics

Built-in and custom reports, as well as, per-article metrics show what customers look at and what helps to improve your content.



Ticket Deflection

Reduce the number of tickets by up to 30% with intelligent ticket deflection and improve your support team's capacity.



FOR CUSTOMERS

Instant Search

Users and customers get instant answers with powerful and intelligent search and suggested articles.



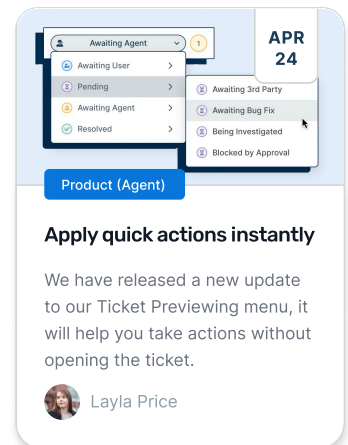
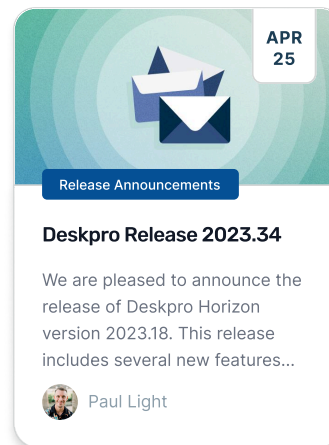
Organize Articles

Categorize and sort articles with nested categories, labels, related content, and topics. Help users find relevant information easily.

News

Keep your customers updated with your latest news, release notes and engaging blog posts.

- Communicate recent and time-sensitive information to customers with News Posts.
- Users can subscribe to News Categories, receiving a email every time you post an update.
- Posts are optimized in line with SEO best practices so that searches direct your customers to your information.



Community

Collect and manage feedback in a transparent forum. Users can provide suggestions and ideas in a collaborative way, to help you prioritize improvements.

List View	Status change	Search suggestions	Filters (11)	
Likes	Title	Status	Comments	Activity
37	Extend the refund terms from 14 days to 28 days Matthew Jones 15 Aug 2023	STARTED	28	1d 2h 1h 1h 59m
18	Provide customers with Live Chat after 5pm (UK Time) Matthew Jones 29 Jul 2023	REVIEW	17	1d 2h 1h 1h
11	Add the ability to change an address after an order is pl... Matthew Jones 23 Jul 2023	DEFERRED	65	1d 2h 1h



Channels and Topics

Create Channels and Topics to structure how you collect ideas. Engage your customer-base and organize your Community area with varying Topics for internal and external feedback.

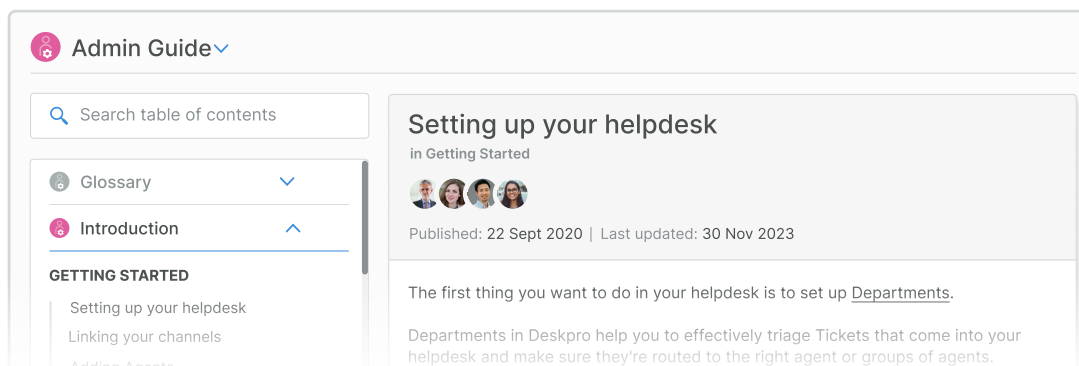


Votes and Comments

Users vote and comment on submissions, helping you decide what to prioritize. You can run reports on topics, see which are most popular, and update statuses to keep customers informed.

Guides

Provide customers with information about your products or services by building an indexed library of comprehensive, instructional Guides.



★ Indexed Content

Create a clear, indexed library of instructional manuals that provide step-by-step instructions.

★ Multi-Guide

Host individual Guides for specific products, services, customers, or brands in one interface.

★ Drag and Drop

Live drag and drop management lets you easily update the order and display of your Guides.

Files

Make downloadable files available for your customers and agents. From brochures, application forms, to drivers, Deskpro provides you with a centralized place to host files for your end-users, with permissions to control who can view and download each item.

📎 File Hosting

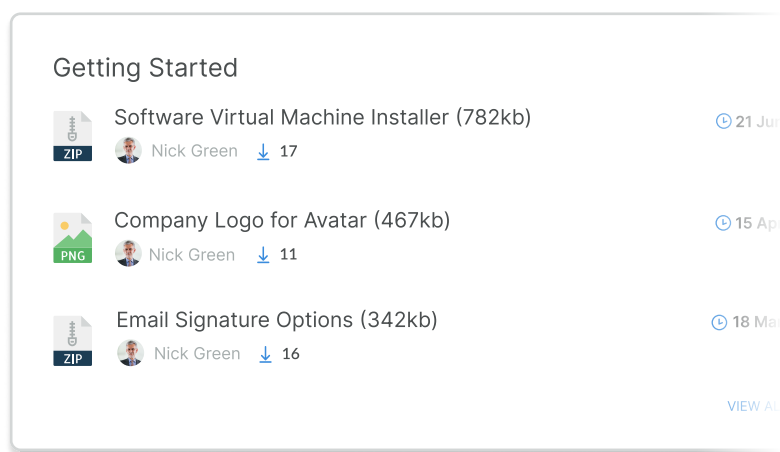
There's no limit to the number of Files you can host on your Help Center, so you can provide a simple centralized place to access key downloadables.

🔒 Secure Downloads

Use permissions to control the visibility of Files. Make them available only to specific usergroups, and see how many times they've been viewed or downloaded.

📁 Categorize Files

Segment different categories of Files and apply permissions to make them available to the most relevant audiences.



Dynamic Forms

Gather all the necessary information from your customers in one go, pain-free.

Define the information your form collects by adding your own custom fields and designing your form layouts.

Information provided by the customer will be visible to an agent immediately, helping them to troubleshoot their issue more effectively when working on a ticket.

You can create dynamic forms that change depending on what the customer selects or inputs. Routing the ticket based on answers they provide.

Contact us

Please complete the form below and one of our agents will reply to you by email as soon as possible.

Name* Mary Stevenson ✓

Email* m.stevenson@mana.com ✓

Department* Support ✓

Type of inquiry* Installation support ✓

Subject* Help with installing Printer on 3rd Floor ✓

Message*
I've been trying

Please describe in detail your inquiry (max 500 words)

Submit **Reset**

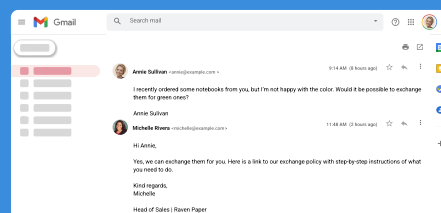
User Ticket Management

The Help Center provides customers with a safe and secure location to manage their tickets, with a variety of authentication options.

Ticket ID	Subject	Department	Created	Last activity
ALVM-6732-XRKJ	Replacement laptop def...	IT Support	18-08-2023	2 days ago
HHCU-3021-SPEN	Can't access staff portal	IT Support	27-09-2023	2 days ago
LLMM-0022-QEQX	Printer on 3rd floor is...	IT Support	13-07-2020	27 mins ago
ALVN-4925-XMRT	Password reset for the...	IT Support	07-06-2023	3 hours ago
STHG-5467-KDKD	Monitor flickering	IT Support	06-08-2023	5 days ago
AIDK-4495-MMWS	Sick Pay Form	Human Resources	01-03-2023	1 week ago
STHG-5467-KDKD	Laptop Replacement R...	IT Support	06-08-2023	3 weeks ago
AIDK-4495-MMWS	Holiday Request: [12-0...	Human Resources	01-03-2022	3 months ago

Email Management

Customers can conveniently create, answer, and manage tickets from their email inbox, or whichever channel they originally used.



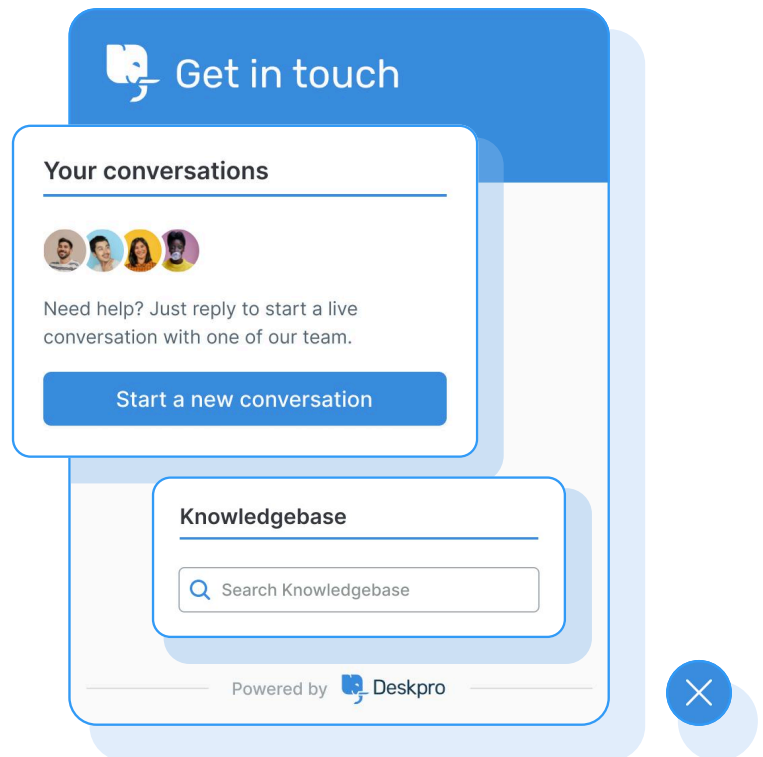
Give your customers different options for how they respond to and manage their tickets.

CHANNELS

Live Chat & Messenger

Engage with your customers in real-time using live chat. Embed your Messenger widget onto any of your sites to provide live chat support and access to useful Knowledgebase Articles wherever users may have questions.

- ✓ Custom Branded Chat Widget
- ✓ Unlimited Chat Queues to route requests
- ✓ Chatbots and Article Suggestion
- ✓ Ticket Deflection
- ✓ Knowledgebase Searching
- ✓ Preview User Messages during Chats
- ✓ Customizable routing and assignment
- ✓ Multi-lingual widget options
- ✓ Embed Chat on any site
- ✓ Customizable phrases



Live Chat Ticketing

Live Chats create Tickets with transcripts in case an issue can't be solved in the moment.

Multi-Agent Chats

Agents can invite colleagues to active chats and team up to work on customer issues.

Swift Resolutions

Agents can quickly share articles from your Knowledgebase or insert personalized Snippets.

Embeddable Chat Widget

Put your customizable Chat Widget on any of your sites so customers can Chat anywhere.

Automated Routing

Get customers to pre-fill fields so the Chat is assigned to the most suitable team automatically.

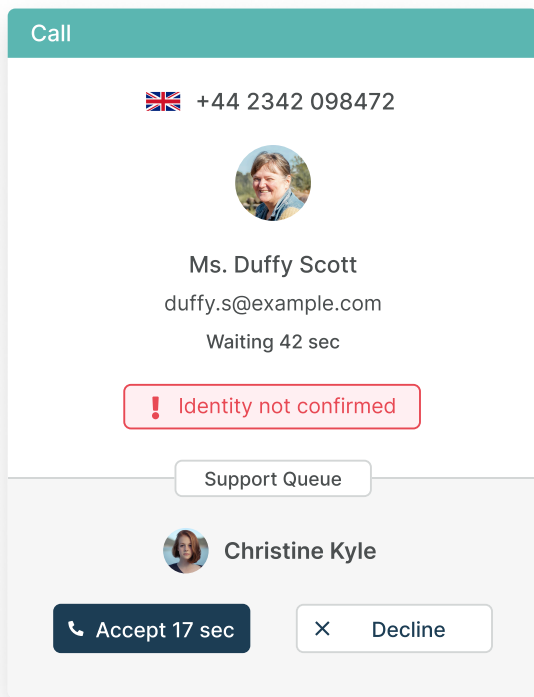
Reach Out Actively

Initiate Chats with current and potential customers across your website and generate new leads.

Voice & Call Center Software

Every call to or from the helpdesk automatically creates a ticket; so your agents have all the context they need to solve the inquiry.

Whether you want to set up intelligent call trees or greet customers with customized messages, Deskpro makes it possible to manage, route and handle calls with ease.



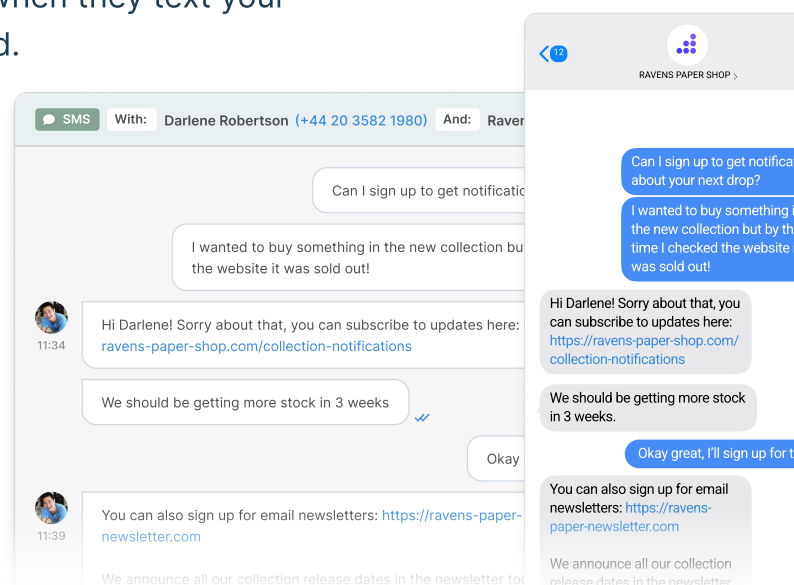
Deskpro Voice comes with all the features you would expect from a call center solution:

- ✓ Full soft phone capabilities
- ✓ Number extensions
- ✓ Greetings, Hold Music, and Voicemail
- ✓ In-built IVR
- ✓ Caller ID and History
- ✓ Phone Calls stored as tickets
- ✓ Internal and External Call Forwarding
- ✓ Automatic Call Recordings

Integrated SMS Ticketing

Let customers reach you from anywhere, so when they text your helpdesk a ticket will be automatically created.

Make your support as convenient as possible for your customers as they can easily submit tickets on the go and have their issues resolved over instant SMS messaging.



Social Media Ticketing

Interact with customers on the platforms they love the most and respond to social media queries from your helpdesk.

Social Support

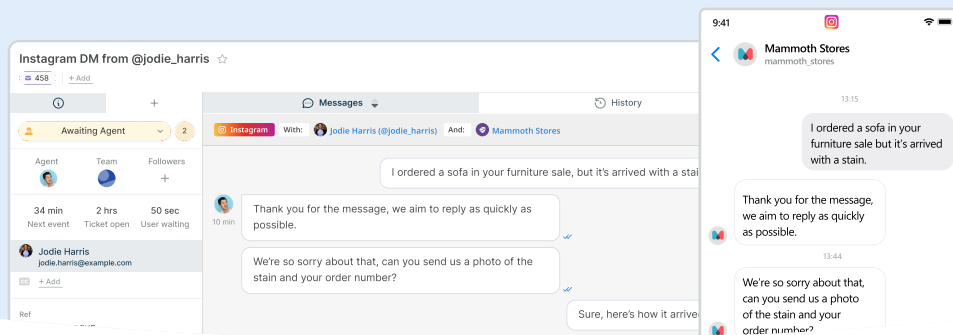
Social messages are converted to support tickets. Track messages across public and private channels and link them to the same user.

DMs and Comments

Private conversations or public comments with @mentions are pulled in from your business' profile so agents can respond rapidly.

Analyze Social Data

Create in-depth custom reports with data across all social channels to understand where agents should focus their support.



Review & Reputation Management

Stay on top of feedback with in-built review management software that centralizes your customer reviews.



Real-time Ratings

Ratings on review sites create actionable Tickets automatically.



Improve your Reviews

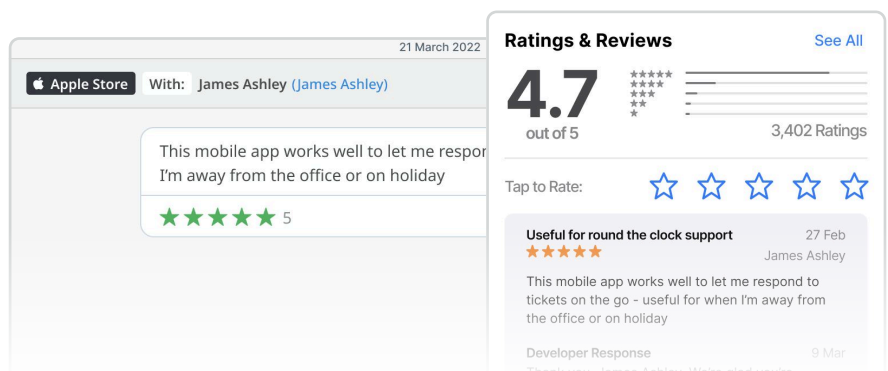
Agents stay on top of feedback and can respond quickly to reviews.



Positive CX Journeys

Track customer experience from review sites to your helpdesk.

- ✓ Respond to reviews
- ✓ Leave official responses
- ✓ Reviews create tickets
- ✓ Report against review channels



CRM SOFTWARE

Customer Relationship Management

Build a meaningful and accurate picture of each customer with Deskpro's in-built CRM.

Labels

Group Users with common labels to search them easily, or apply automations based on their labels.

Notes & Summary

Add notes to help other agents get a better picture of a User.

Contact Information

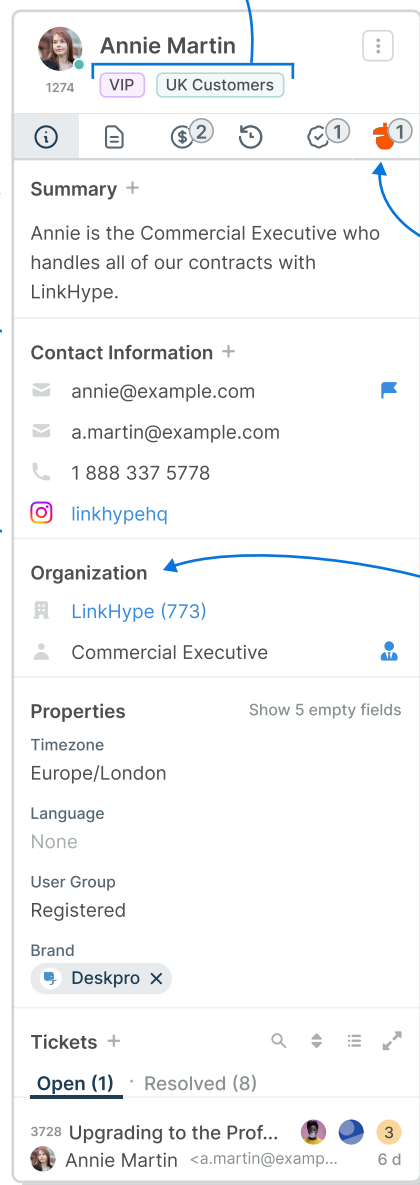
Store different contact info for Users so no matter how they get in touch it's associated with them.

Custom Fields

Store specific information about your Users using the built-in or custom fields.

Usergroups

Allocate Users to Usergroups to control their viewing and access permissions across your content.



Apps & Integrations

Integrate your current CRM tools for seamless management from inside the helpdesk.

Organization Profile

Associate Users with Organizations and store key information about each business on the dedicated profile.

Ticket History

See the complete picture with all of a Users current and historic tickets stored under their profile.



User and Org Profiles

Paint a complete picture of your customers using labels, custom fields, notes and ticket history to build up their profile.



Usergroup Permissions

Create and segment groups with the in-built CRM to determine how they interact with your helpdesk and agents.



Import CRM Data

Already have an existing database or CRM? Effortlessly import data from existing CRMs and routinely sync customers.

APPS & INTEGRATIONS

Does Deskpro integrate with your existing systems and workflows?

Deskpro is designed to seamlessly integrate, complement, and enhance your organization's processes.

Our integrations and app platform ensure a frictionless adoption to maximize the value you derive from your current systems.



Here's how Deskpro integrates with your organization effortlessly:

Easy Integration

Whether you use CRM platforms, customer communication platforms, or internal tools, Deskpro offers flexible integration options. We provide APIs, webhooks, and out-of-the-box integrations, making it simple to connect Deskpro with existing systems.

Data Import and Migration

Easily bring in your existing customer data, ticket history, and Knowledgebase content. Deskpro ensures a smooth transition, allowing you to retain crucial historical information while seamlessly migrating to our powerful support platform.

SSO and User Authentication

Deskpro seamlessly integrates with popular SSO providers, making it effortless to incorporate with your authentication framework. Letting your team access Deskpro with their existing credentials.

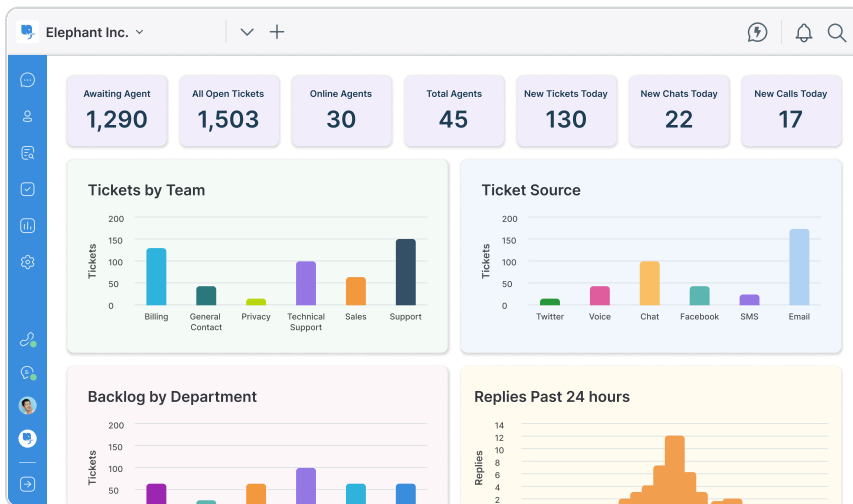
Customizable Workflows

Define and automate workflows, custom ticket fields, and routing rules that align your specific requirements with Deskpro's flexible solution that adapts to meet your unique needs.

REPORTING

Reports & Analytics

Access custom dashboards, actionable insights and key metrics from your helpdesk data.



Monitor what matters

View custom ticket stats, agent activity, hours worked, time billed and ticket satisfaction scores.

Use metrics to discover strengths and identify opportunities for improvement. Share insights and schedule reports to be sent to stakeholders.

The reporting interface offers **150+ built-in stats**, plus you can generate custom stats against any of your helpdesk metrics using DPQL.



Custom Reports

Combine dozens of metrics and stats to create dashboards that reveal everything your organization needs to know about your helpdesk.



In-Built Reports

150 built-in reports let you quickly access key helpdesk performance data and truly understand your support operation.



Live Reporting

Each of your dashboards updates in real-time to give you the most up-to-date view into your helpdesk without having to manually refresh.



Custom Dashboards

Create custom dashboards to display your reports any way you need with real-time updates and auto-refreshing.

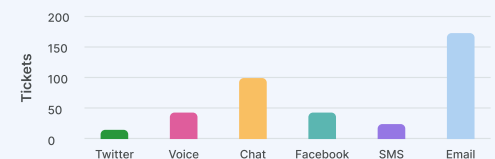
New Tickets Today

130

Awaiting Agent

1,290

Ticket Source



SECURITY & HOSTING

What security measures does Deskpro have in place to protect customer data?

Deskpro is committed to constantly maintaining knowledge of the evolving application security landscape and ensuring that security best practices are upheld across the whole organization.

We are ISO27001 certified and all customer support is provided in-house. You are able to choose how to deploy Deskpro, either on Cloud or On-Premise (self-hosted), and where your data is stored.

We're committed to protecting your data

For our cloud hosting, our industry-leading Cloud service data center provider, AWS, operates state-of-the-art data compliancy.



This includes ISO27001, PCI DSS Level 1, HIPAA and SOC 2 Type 2. You can choose to host your data in data centers in the US, EU, or UK.

- ✓ 24/7 on-site security teams
- ✓ 99.9% Cloud platform uptime
- ✓ Least privilege access
- ✓ Full daily backups
- ✓ 256-bit Advanced Encryption Standard
- ✓ Two-factor authentication
- ✓ Vulnerability scanning
- ✓ Mitigating common attacks
- ✓ Annual penetration testing
- ✓ CCTV
- ✓ Biometric security procedures
- ✓ Round-the-clock surveillance monitoring

With security systems that include automated fire detection and suppression systems installed in networking, mechanical and infrastructure areas.

All AWS data centers are constructed to N+1 redundancy standards.



Choose between Cloud or On-Premise hosting for your solution

Whether you prefer the simplicity and convenience of Cloud hosting or the control and customization of an On-Premise deployment, Deskpro has you covered.



Cloud

Deploy your helpdesk from our data centers in the US, EU, or UK. Enterprise plan customers can store their data in one of 31 AWS countries worldwide.

- ✓ 99.9% uptime
- ✓ Automatic weekly updates
- ✓ AWS secure data centers
- ✓ Security patches and fixes



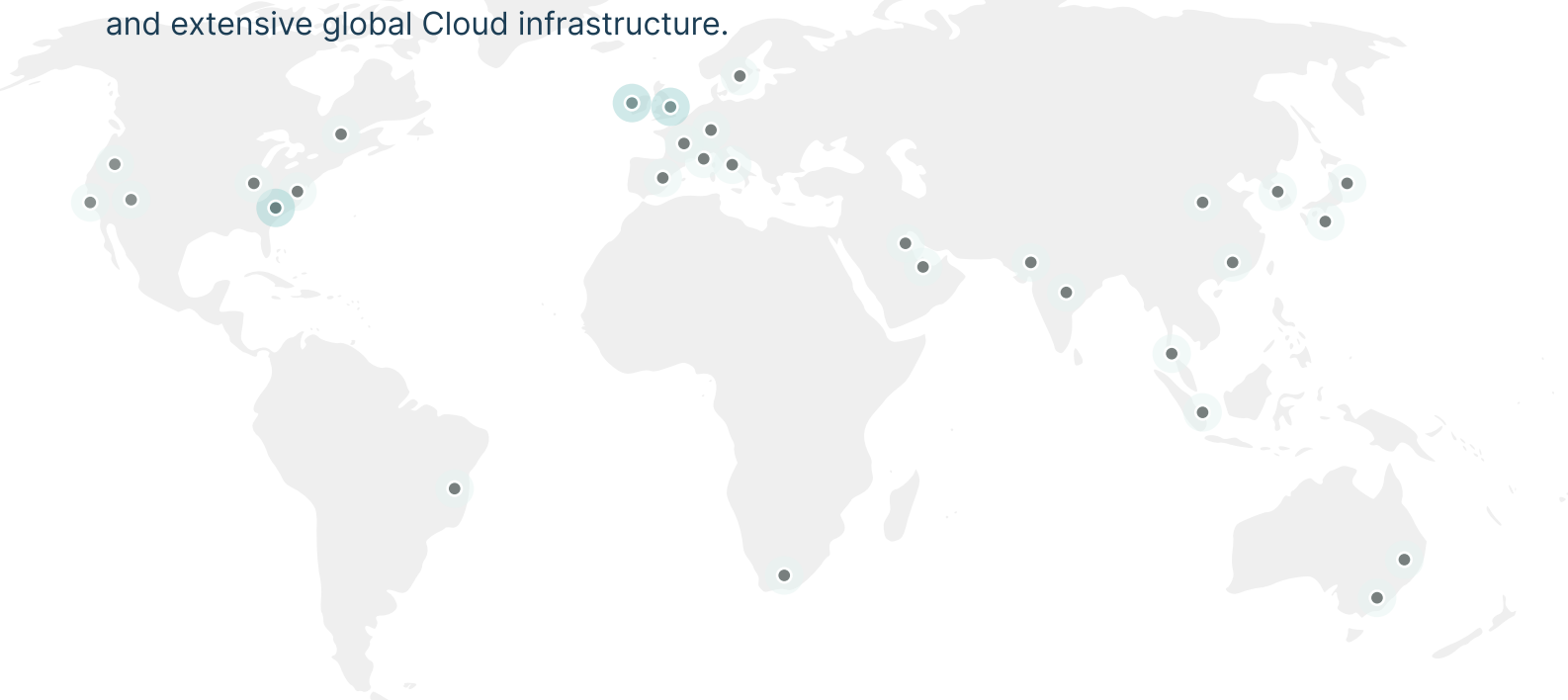
On-Premise

Have complete control over your self-hosted helpdesk. Store data on your server infrastructure and have the option to export your database.

- ✓ On-Premise Controller
- ✓ Rapid deployments
- ✓ In-built scalability
- ✓ Multi-instance

AWS data center locations

Deskpro Cloud helpdesks are hosted on AWS, the most secure and extensive global Cloud infrastructure.



PRICING OVERVIEW

Deskpro Plans

Compare Deskpro Team, Professional, and Enterprise. With flexible pricing, there's a solution that fits every team. Select your plan and start providing better service today!

	✦ Most Popular	
Team £29 /agent/month ✓ Omnichannel Ticketing ✓ Standard Support ✓ Unlimited Automations ✓ Unlimited Email Addresses ✓ CRM ✓ Auto-Responder ✓ Help Centre ✓ 1000+ Apps ✓ Full REST API ✓ Multi-Branding ✓ Localisation Tools ✓ Routing Workflows ✓ Data Centre Choice	Professional £59 /agent/month Everything in Team, plus: ✓ AI Productivity Tools ✦ ✓ Customer Success Manager ✓ Multi-Account ✓ AI Ticket Triage ✦ ✓ AI Chatbots ✦ ✓ Workspaces & Lite Agents ✓ Workforce Management ✓ Extended Multi-Brand ✓ Workflows ✓ Voice Premium ✓ Calendar View ✓ Reports Consultancy ✓ Unbranding	Enterprise £99 /agent/month Everything in Pro, plus: ✓ Unlimited Multi-Brand ✓ 24/7 Support ✓ Quarterly Health Checks ✓ Net 30 Payment ✓ Enterprise Uptime SLA ✓ User 2FA ✓ Unlimited Multi-Account ✓ Security Reviews

EDUCATION DISCOUNT

Educational institutes can benefit from Deskpro's education pricing. *Terms of inclusion apply.*

25% off

NON-PROFIT DISCOUNT

Non-Profit charitable organisations may apply for Deskpro's Non-Profit discount. *Terms of inclusion apply.*

25% off

✦ AI Features

£ Additional Cost

CUSTOMER SUCCESS SERVICES

What kind of customer support and training does Deskpro provide?

If you need additional support and assistance to configure your helpdesk or get started with Deskpro we have a number of bespoke consultancy options to maximize your helpdesk's potential.



Data Import and Migration

You can import existing helpdesk data into Deskpro via our Helpdesk Importer, CSV User Import, API or Custom Import.

If you don't have a development team or would prefer to hand off the project to our helpdesk experts we can migrate your data for you.

The data types we can import or migrate:

- | | |
|-----------------|-------------------|
| ✓ Organizations | ✓ Ticket Messages |
| ✓ Agents | ✓ Attachments |
| ✓ Customers | ✓ Help Center |

Agent Certification

Your agents can take the Deskpro Agent Certification Exam to become officially certified as trained and trusted helpdesk agents.



Onboarding

We offer bespoke onboarding plans to help you get your new helpdesk up and running. Your Project Manager will build out your helpdesk to meet all your specifications and requirements including workflows, rules and account setup.

Agent Training

We offer webinars, on-site training or bespoke training packages. Ensure all your agents are helpdesk experts and are ready to provide excellent support.

Custom Development

If you have a specific feature that you require we are more than happy to work on new features and add extra functionality so you can create your ideal helpdesk environment.

Self-Service Support

Extensive Knowledgebase

We offer a comprehensive knowledgebase that serves as a self-help resource for users. It includes detailed articles, guides, tutorials, and frequently asked questions to help you navigate and make the most of the platform.

Community Forums

Our community is a vibrant space where you can network, collaborate, and gain valuable insights into how others are leveraging Deskpro. Exchange tips and tricks, and stay informed about new features and updates.

And what do they think of Deskpro?

“

We looked at all the major players in the industry and none of them could come close to Deskpro in price, functionality, or customer services.

**Brian Polackoff**

VP of Sales & Customer Relations



“

The interface is so useful and easy to understand, Deskpro is one of the easiest helpdesk softwares I have used.

**Darren Banfi**

Senior IT Security Analyst



“

Customer support were instrumental in our successful deployment. The responsiveness of the Deskpro team was absolutely phenomenal and the level of customer service is exemplary.

**Kimberley Byrd**

Senior IT Project Leader



“

Deskpro is easy to use. It has lots of configuration options and is very fast compared to other ticket logging systems.

**Steve Steel**

Network Engineer



 Deskpro Ltd
79 Hartfield Road
London
SW19 3ES
United Kingdom

 Deskpro Inc
548 Market St
San Francisco
CA 94104
USA

 Deskpro BV
Papaverweg 34
Unit B100
1032KJ
Amsterdam

 +44 (0)20 3582 1980

 +1-888-337-5776

 +44 (0)20 3582 1980

