

Deskpro Implementation

Deskpro

Personalized setup, expert support, and long-term success. Deskpro's implementation service gets your help desk up and running the right way.



With the Deskpro Solutions Team

Your guided path to success

Our implementation service is designed to take the guesswork out of setup, so we can ensure your help desk is built to support your team's exact needs.

Dedicated point of contact

From day one, you'll have a dedicated Deskpro expert helping you every step of the way, from setup to launch.

Tailored configuration

We'll shape Deskpro to fit how your team works, with workflows, channels, and tools tailored to your needs.

Hands-on training

We'll train your agents and admins live, and record sessions so you can revisit them anytime.

Post-launch support

We don't disappear after go-live. We'll be around to help fine-tune, answer questions, and support your team as they settle in.

Customer testimonials

The team were fantastic through configuration. Very ingenious in solving problems. It was really nice to have that one point of contact, end-to-end.



Sarah Brain / Head of Free Services



[Read the AbilityNet Case Study →](#)

Get ready for a smooth implementation

A smooth implementation experience is a team effort. To help us configure Deskpro to fit your organization perfectly, here's what we ask from you.

Assign key roles

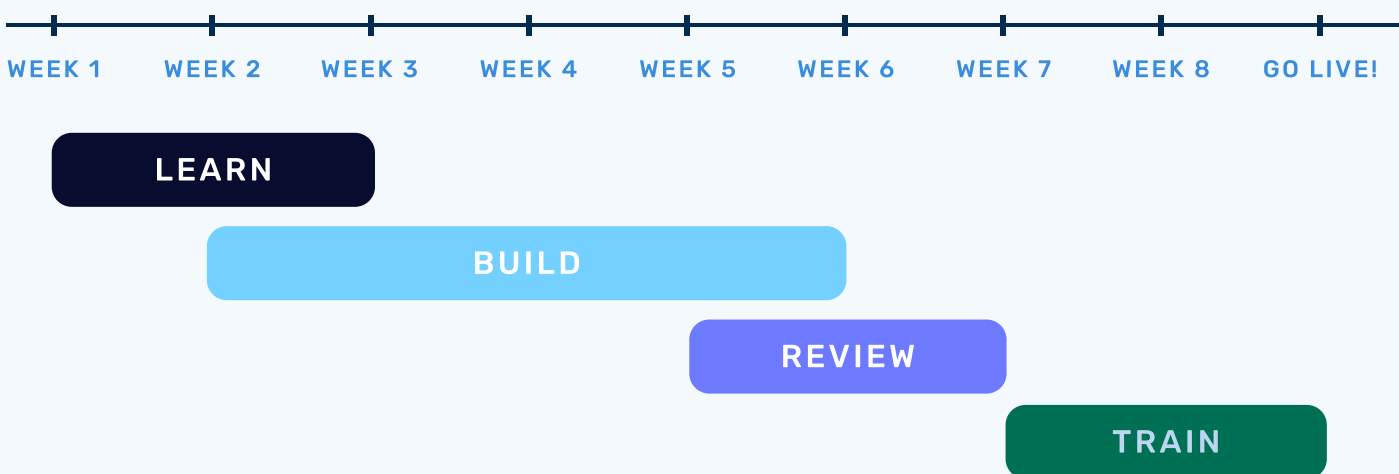
Identifying the right people in your team early ensures a faster, more focused setup. We find the best people to involve in the project are:

Role	Responsibility
👤 Project Lead	Coordinate internally & liaise with implementation manager
💻 IT Resource	Handle servers, email configuration, authentication setup
★ Super Users	Help shape workflows and test setups
🎨 Comms & Marketing	Oversee branding and content alignment

Implementation timeline

EXAMPLE

Here's how a typical rollout might look. Your Implementation Manager will adjust this to match your goals and setup after your kickoff call.



Internal Preparation Checklist

These tasks will help your implementation process run more smoothly and ensure we're building on solid foundations.

Align on workflows, roles, and responsibilities

Gather internal consensus on how support should flow across your team, from ticket triage to resolution.

Document current support processes

Share any existing documentation on how you currently handle support, including email channels, contact forms, or escalation paths.

Prepare technical access

Make sure your IT resource is available for key setup steps like email routing, authentication, and any required server access.

Confirm stakeholder availability for testing

Involve super users early so they're ready to review and test workflows during user acceptance testing (UAT).

Get started with Deskpro

We're excited to help you build a help desk that truly works for your team.

Ready to get started? Contact your sales executive or visit our website to begin your journey.

 sales@deskpro.com

 deskpro.com/implementation