

Translations for Guides, News Posts, and Files in Deskpro's Help Center!

2023-09-25 - Lara Proud - Comments (0) - Product (Agent)

Hola, Bonjour, 你好! We extended our existing Help Center Translation functionality. You can now create and edit translations for your Guides, News Posts, and Files in our Help Center, in addition to Knowledgebase Articles.

Host support content in any language, whether a breaking News Post, a helpful Guide, or an essential File.

As an agent with permission to edit Help Center content, you can create and edit translations for your Files, News Posts, and Guide pages!



What this means for your Users is when they view a News Post, File, or Guide page on the Help Center, they'll see the translation in their selected language, if it's available. If it's not, they'll see the default translation.

This exciting feature helps you support across language barriers and makes your support information accessible to your clients. We can't wait for you to try it out and build your multilingual Help Center!