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## **Overview of Publish**

How-to Videos - (٠) تعليقات - Lara Proud - 2023-03-15

You can watch this video for a quick tour of the Publishing Interface in the Deskpro interface. The Publish interface is where you can create, manage, and publish content that is hosted on your end-user-facing Help

Center

:You can create and manage 5 different types of Help Center content

- **Knowledgebase Articles:** These are typically used to create quick help articles that provide how-to .information or answer FAQs
- **Guide Pages:** Let you create an indexed library of instructional manuals, such as structured information about using a product or service
  - **News Posts:** News lets you share point-in-time information with users, so you can communicate timesensitive information like an announcement, or blog posts
    - .Files: You can host downloadable files for your end-users, organized into categories •
  - **Community:** A forum area where users can submit questions, feedback, or suggestions, and vote and .comment on previous submissions

## :Introduction Video

## :Further reading

- **Help Center Content Categories**
  - Knowledgebase Articles
    - **Guides** •
    - News Posts
      - Files •
  - Articles and News Templates •
- Comments on Help Center Content
  - Glossary •
  - Helping Users Find Content •
  - <u>Translations for Publish Content</u> •