Introducing Deskpro Guides

Product - (٠) تعليقات - Benedict Sycamore - 2017-10-23

We're delighted to announce the beta release of our brand new product feature, Deskpro Guides.

What is Deskpro Guides?

Deskpro Guides is a feature that allows you to create your own indexed library of instructive user manuals, built right into the Deskpro user portal.

Essentially, users look to Knowledgebase for answers to specific questions, and Guides for comprehensive information on particular categories.

How do I use Deskpro Guides?

Guides can be managed by Deskpro from the Publish section of the helpdesk agent interface. Here you can add new guides documents, or edit existing ones.

As well as creating and editing content, you can also organize and arrange how guides appear to users. Within each guide, It's possible to create nested topics in which content subtopics appear, allowing for easier user navigation.