

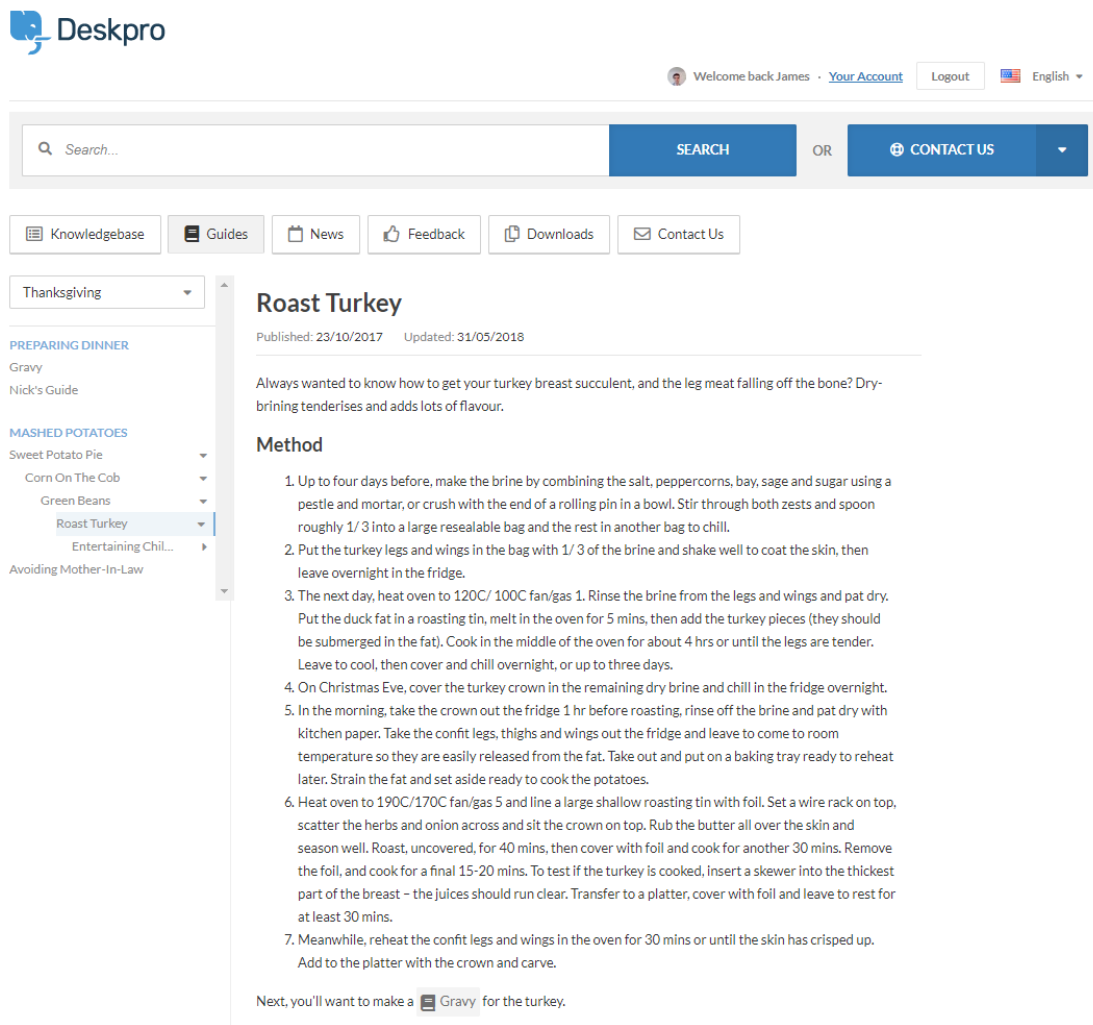
Introducing Deskpro Guides

[Product](#) - [تعليقات \(0\)](#) - 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



The screenshot displays the Deskpro user portal interface. At the top, the Deskpro logo is on the left, and user information 'Welcome back James' with links to 'Your Account' and 'Logout' is on the right. A search bar with the placeholder 'Search...' and a 'SEARCH' button is present, along with a 'CONTACT US' button. Below the header, a navigation bar contains links for 'Knowledgebase', 'Guides', 'News', 'Feedback', 'Downloads', and 'Contact Us'. The main content area shows a sidebar with a 'Thanksgiving' dropdown menu. The 'Guides' section is expanded, listing 'PREPARING DINNER' (Gravy, Nick's Guide), 'MASHED POTATOES' (Sweet Potato Pie, Corn On The Cob, Green Beans, Roast Turkey, Entertaining Chil...), and 'Avoiding Mother-In-Law'. The 'Roast Turkey' guide is selected, showing its title, publication date (23/10/2017), and update date (31/05/2018). The guide text describes how to get turkey breast succulent and the leg meat falling off the bone. The 'Method' section lists seven steps for preparing the turkey. At the bottom, a recommendation says 'Next, you'll want to make a Gravy for the turkey.'

It allows you to provide users with convenient and highly-useful information about your product and services from your Deskpro user portal. This means the volume

of incoming tickets are reduced, and customer satisfaction increases due to the .depth of self-service options

When your customers receive self-service support, agents are able to focus on resolving more complex and tricky customer issues. Guides is one of the easiest and cheapest ways to keep customers serviced and informed. It's the optimal tool .in handling high-volume, simple queries regarding your products and services

.It's available 24/7, and turns your ordinary users into fully-engaged power users

How does Guides differ from Knowledgebase

Knowledgebase is a catalogue of support-related articles on anything from troubleshooting to FAQs - and any other nitty gritty questions your customers want answered. It's designed to be populated by multiple contributors, frequently added .to, and navigated using search terms

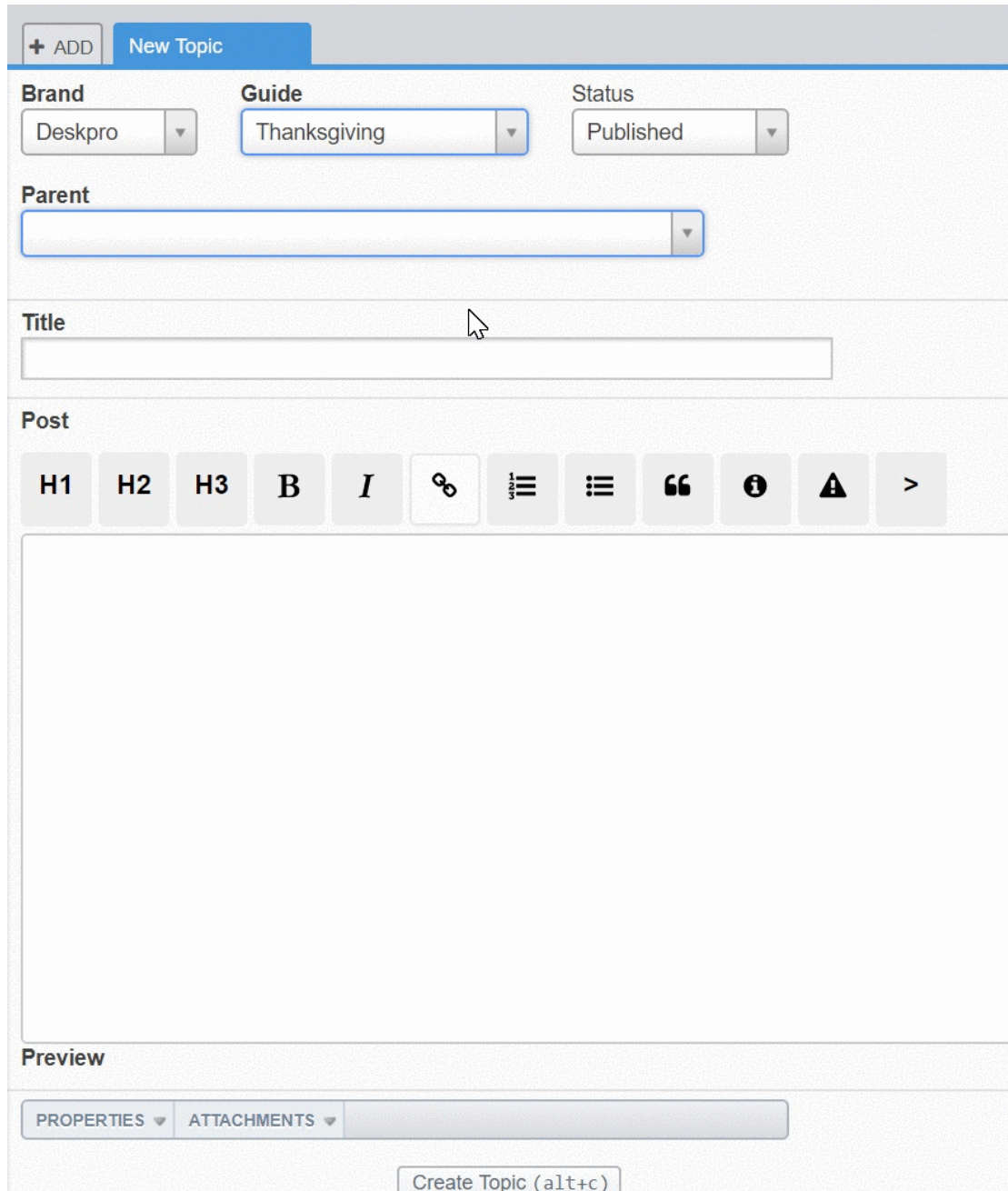
On the other hand, Guides is a clearly indexed library of instructive user manuals that provides users with prescriptive information on how to use your product or services. It's designed to host more formalized and highly-authored content, which .can be changed over time, and is navigated using indices

The screenshot displays the '11 GUIDES' interface for 'THANKSGIVING'. On the left, a hierarchical tree structure lists various topics: 'Preparing Dinner' (with sub-items 'Gravy' and 'Nick's Guide'), 'Marshes Potatoes', 'Sweet Potato Pie', 'Corn On The Cob', 'Green Beans', 'Roast Turkey', 'Entertaining Children', 'Family Management', and 'Avoiding Mother-In-Law'. The 'Roast Turkey' item is selected, and its details are shown on the right. The right panel includes a 'Roast Turkey' title, a 'Published' status, and a 'Thanksgiving' category. Below this is a rich text editor with a toolbar (H1, H2, H3, B, I, % symbols, list icons, quote icon, link icon, unlink icon, undo, redo) and a 'Save' button. The main content area contains a paragraph: 'Always wanted to know how to get your turkey breast succulent, and the leg meat falling off the bone? Dry-brining tenderises and adds lots of flavour.' followed by a 'Method' section with a numbered list of 7 steps. A 'Preview' section shows a condensed version of the content. At the bottom, it says 'Showing results 1 - 11 of 11'.

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



The screenshot shows the 'New Topic' form in the Deskpro interface. At the top, there is a '+ ADD' button and a 'New Topic' tab. Below this, there are three dropdown menus: 'Brand' (set to 'Deskpro'), 'Guide' (set to 'Thanksgiving'), and 'Status' (set to 'Published'). Below these is a 'Parent' dropdown menu. The 'Title' field is a large text input area. Below the title is a 'Post' section with a rich text editor toolbar containing buttons for H1, H2, H3, Bold (B), Italic (I), Link, Unlink, Bulleted List, Numbered List, Quote, Info, Warning, and a right arrow. Below the toolbar is a large text area for the post content. At the bottom, there is a 'Preview' section with two tabs: 'PROPERTIES' and 'ATTACHMENTS'. Below these tabs is a 'Create Topic (alt+c)' button.

Authoring and editing of guide content is done using a rich and easy-to-use markdown publishing tool. Markdown formatting means there is visual consistency across all guides, and requires no code to use effectively

H1
H2
H3
B
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Save

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Always wanted to know how to get your turkey breast succulent, and the leg meat falling off the bone? Dry-brining tenderises and adds lots of flavour.

Method

1. Up to four days before, make the brine by combining the salt, peppercorns, bay, sage and sugar using a pestle and mortar, or crush with the end of a rolling pin in a bowl. Stir through both zests and spoon roughly 1/ 3 into a large resealable bag and the rest in another bag to chill.

2. Put the turkey legs and wings in the bag with 1/ 3 of the brine and shake well to coat the skin, then leave overnight in the fridge.

3. The next day, heat oven to 120C/ 100C fan/gas 1\.

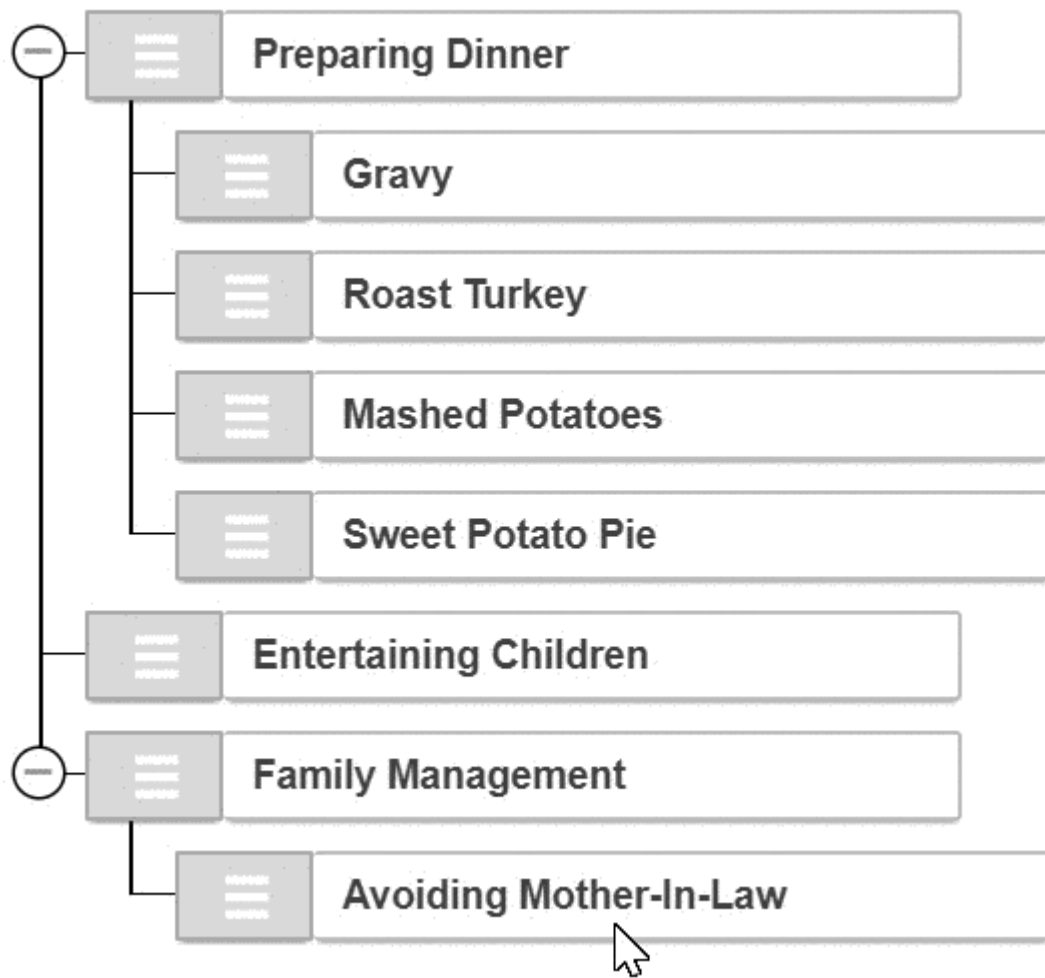
Preview

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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



The permissions of individual guides can be edited from the agent interface, allowing you to select whether guides are visible to everyone, registered users, .VIPs, specific user groups, or your own agents

Once guides are published, they appear in the new 'Guides' section of the user .portal, right next to Knowledgebase

Visitors to your user portal will then be able to effortlessly browse and read guides .you have published; given they meet the correct permission criteria

For more information on using Deskpro Guides, keep an eye on the Guides section of the Deskpro user portal. We'll be uploading comprehensive manuals on using .Deskpro Guides soon

...One more important thought

.If you are using Deskpro Cloud, we will roll out this update to your Helpdesk soon

If you are using Deskpro On-Premise, you can update your Helpdesk to the latest
.version from your Admin Interface

We'd like to thank our customers for using Deskpro like support superheroes, and
.helping us improve the software we take great pride in developing

We look forward to receiving your feedback about Deskpro Guides, and wish you
.all the best in the meantime