

How do I best link to other portal content from guide topics?

Benedict Sycamore - 2023-08-31 - Коментари (0) - Deskpro Legacy

When creating and publishing guide topics, you may want to link to other relevant content items that already exist in your user portal. These could include other guide topics, news posts, or knowledgebase articles.

Typically, you can just hyperlink text to the URL of the content in question - but Deskpro Guides contain another feature which is designed to differentiate links to your support content from traditional hyperlinks.



3. Select the option to 'Content link', search for the correct content item, and click 'Insert'.



It's not yet possible to link from knowledgebase articles or news posts in this way, but is possible with guides.