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Write a Knowledgebase Article

Karsten Lloyd - 2023-09-12 - Comments (0) - Getting Started

Managing a helpdesk isn't the easiest job in the world. You have a lot on your plate, so finding simple ways to reduce the strain on you and your team is a priority.

Deskpro makes support simple for you and your customers with a highly customizable 24/7 self-service Help Center. Our easy-to-use content publishing tools enable you to build a truly useful Knowledgebase.

We know that it's vital to give you every opportunity to handle support inquiries quickly and effectively.

You can use Knowledgebase Articles to provide help articles, how-to information, FAQ answers - any information that you want users to be able to look up for themselves.

To create an article from scratch:

1. Select the Create Article from the + button in the header bar



2. In the New Article window, you need to:

- 1. Select the Category (or Categories) that the article will appear in.
- 2. Choose the **Status** the article should have when you create it.
 - 1. **Published** visible to users on the Help Center.
 - 2. Unpublished Not visible to users.
 - 3. **Draft** Not visible to users. In the Agent interface, Drafts will appear in the **Drafts Section** (under **My Drafts** for articles you create)
- 3. Enter a **Title,** and **add Labels** if you want.
- 4. Write the article contents in the editor.
- 5. In the Properties sidebar, you can:
 - 1. Set the Language.
 - 2. Set the **Review Date**.
 - 3. Add Search Words (if a user searches for any of these words, the

article will appear at the top of the results).

- 4. Add **Attachments** to attach **files** to the article.
- 2. Click **Create Article** to create the article with your chosen status.

For more information on using <u>publishing tools</u>, refer to our guide.