

Overview of Publish

Lara Proud - 2023-03-15 - Sylwadau (0) - How-to Videos

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 time-sensitive 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](#)
- [Translations for Publish Content](#)

