

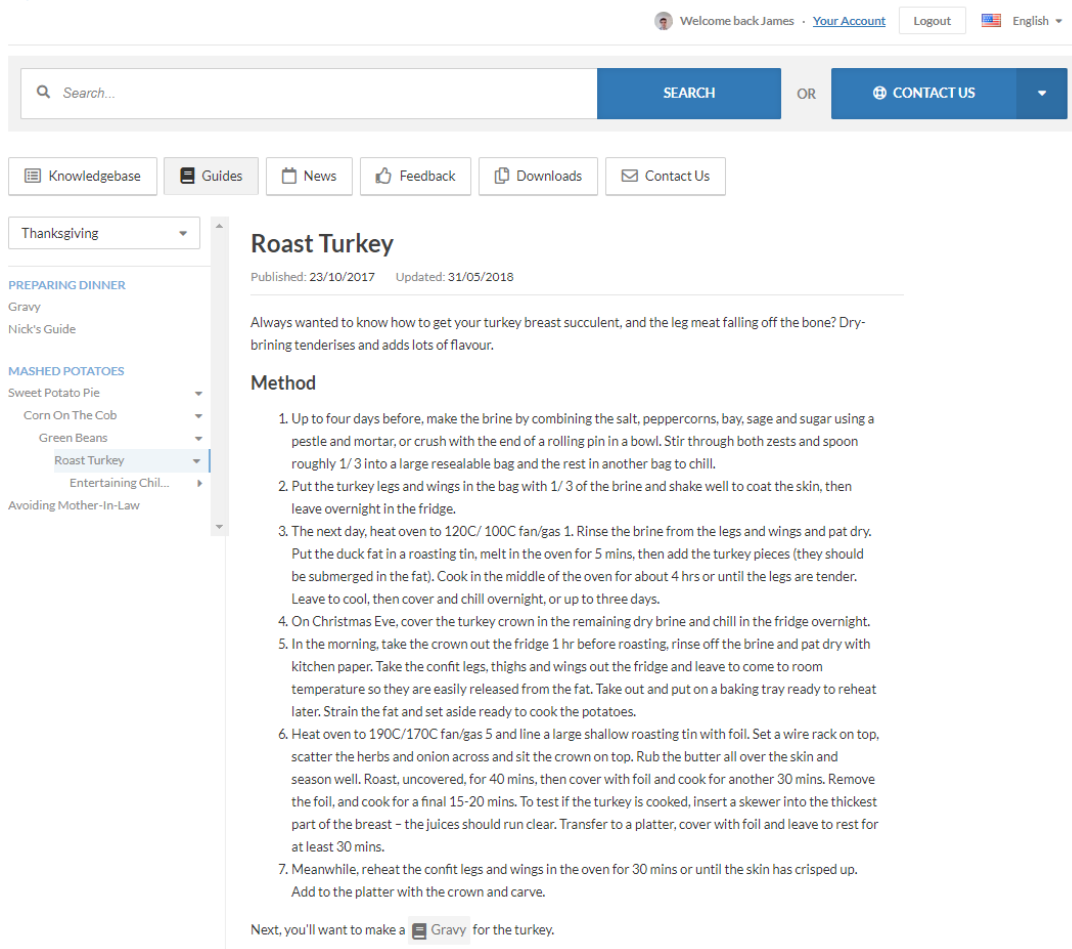
Introducing Deskpro Guides


2017-10-23 - Benedict Sycamore - 0 Comments - in Product

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 shows the Deskpro user portal interface. At the top right, there is a user profile for James with options for 'Your Account', 'Logout', and 'English'. Below this is a search bar with a magnifying glass icon and a 'SEARCH' button, followed by an 'OR' separator and a 'CONTACT US' button with a dropdown arrow. A navigation bar contains icons for 'Knowledgebase', 'Guides', 'News', 'Feedback', 'Downloads', and 'Contact Us'. The 'Guides' section is expanded to show a list of categories: 'Thanksgiving', '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 and displayed. The guide title is 'Roast Turkey', published on 23/10/2017 and updated on 31/05/2018. The content includes an introductory paragraph, a 'Method' section with seven numbered steps, and a note at the bottom: '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.

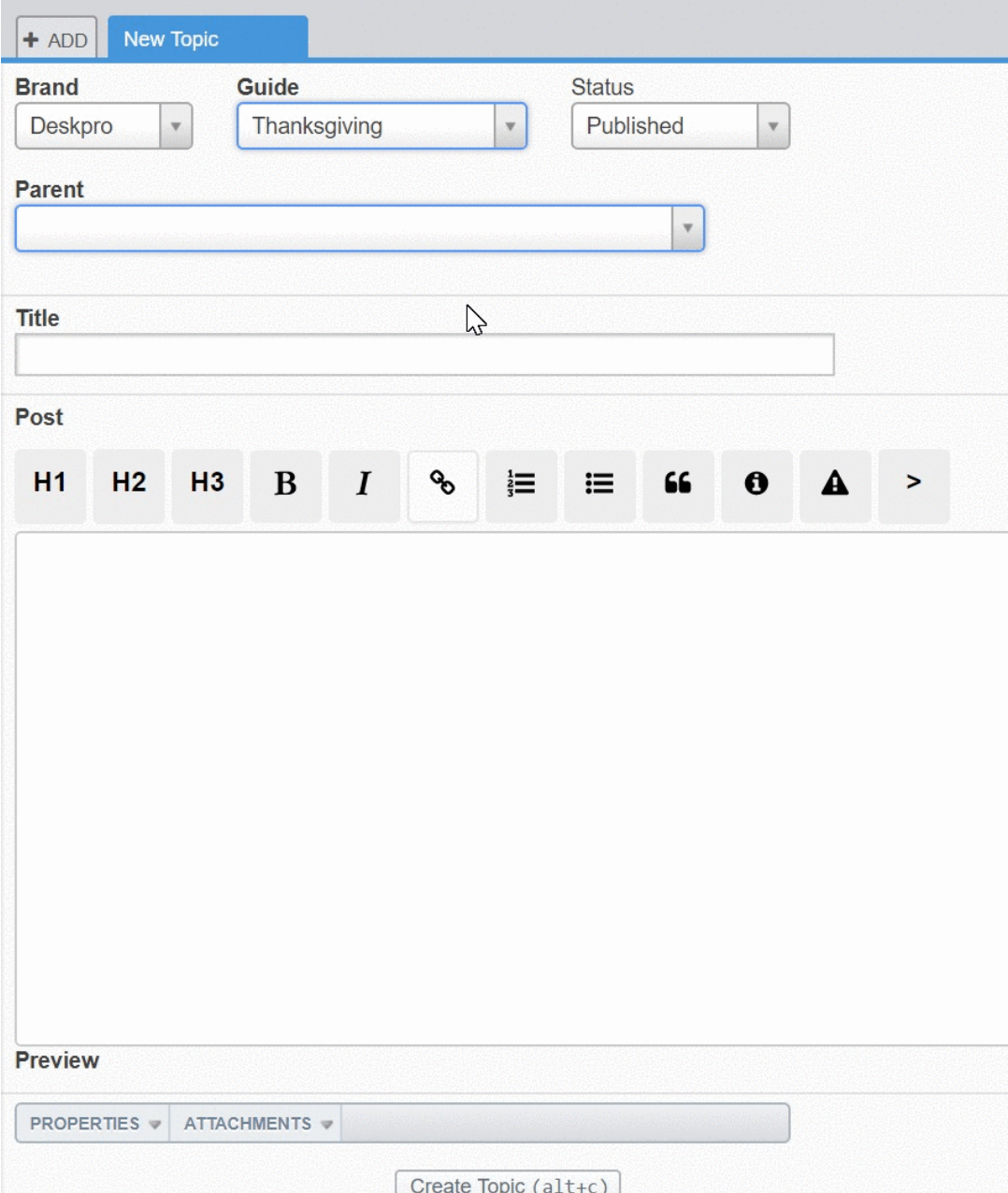
The screenshot displays the '11 GUIDES' interface for 'THANKSGIVING'. On the left, a navigation tree lists categories such as 'Preparing Dinner', 'Gravy', 'Nick's Guide', 'Mashed Potatoes', 'Sweet Potato Pie', 'Corn On The Cob', 'Green Beans', 'Roast Turkey', 'Entertaining Children', 'Family Management', and 'Avoiding Mother-In-Law'. The 'Roast Turkey' article is selected and displayed on the right. The article includes a title '#509 Roast Turkey', a 'Published' status, and a 'Thanksgiving' category. It features a rich text editor with a toolbar and a 'Save' button. The main content area contains a preview of the article, which starts with the text: '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.' The article is followed by a 'Method' section with a numbered list of steps: 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. Rinse the brine from the legs and wings and pat dry. Put the duck fat in a roasting tin, melt in the oven for 5 mins, then add the turkey pieces (they should be submerged in the fat). Cook in the middle of the oven for about 4 hrs or until the legs are tender. Leave to cool, then cover and chill overnight, or up to three days. 4. On Christmas Eve, cover the turkey crown in the remaining dry brine and chill in the fridge overnight. 5. In the morning, take the crown out the fridge 1 hr before roasting, rinse off the brine and pat dry with kitchen paper. Take the confit legs, thighs and wings out the fridge and leave to come to room temperature so they are easily released from the fat. Take out and put on a baking tray ready to reheat later. Strain the fat and set aside ready to cook the potatoes. 6. Heat oven to 190C/170C fan/gas 5 and line a large shallow roasting tin with foil. Set a wire rack on top, scatter the herbs and onion across and sit the crown on top. Rub the butter all over the skin and season well. Roast, uncovered, for 40 mins, then cover with foil and cook for another 30 mins. Remove the foil, and cook for a final 15-20 mins. To test if the turkey is cooked, insert a skewer into the thickest part of the breast - the juices should run clear. Transfer to a platter, cover with foil and leave to rest for at least 30 mins. 7. Meanwhile, reheat the confit legs and wings in the oven for 30 mins or until the skin has crisped up. Add to the platter with the crown and carve. Below the article, there is a note: 'Next, you'll want to make a topic:512 for the turkey.'

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 Deskpro. At the top left, 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'). Underneath is a 'Parent' dropdown menu which is currently empty. A 'Title' text input field is located below the parent menu. The 'Post' section features a rich text editor toolbar with buttons for H1, H2, H3, Bold (B), Italic (I), Link, List (bulleted), List (numbered), Quote, Info, Warning, and a right arrow. Below the toolbar is a large text area for entering the guide content. At the bottom of the form, there is a 'Preview' section with 'PROPERTIES' and 'ATTACHMENTS' dropdown menus. A 'Create Topic (alt+c)' button is positioned at the very bottom center.

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.

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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

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- 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.
- The next day, heat oven to 120C/ 100C fan/gas 1\ . Rinse the brine from the legs and wings and pat dry. Put the duck fat in a roasting

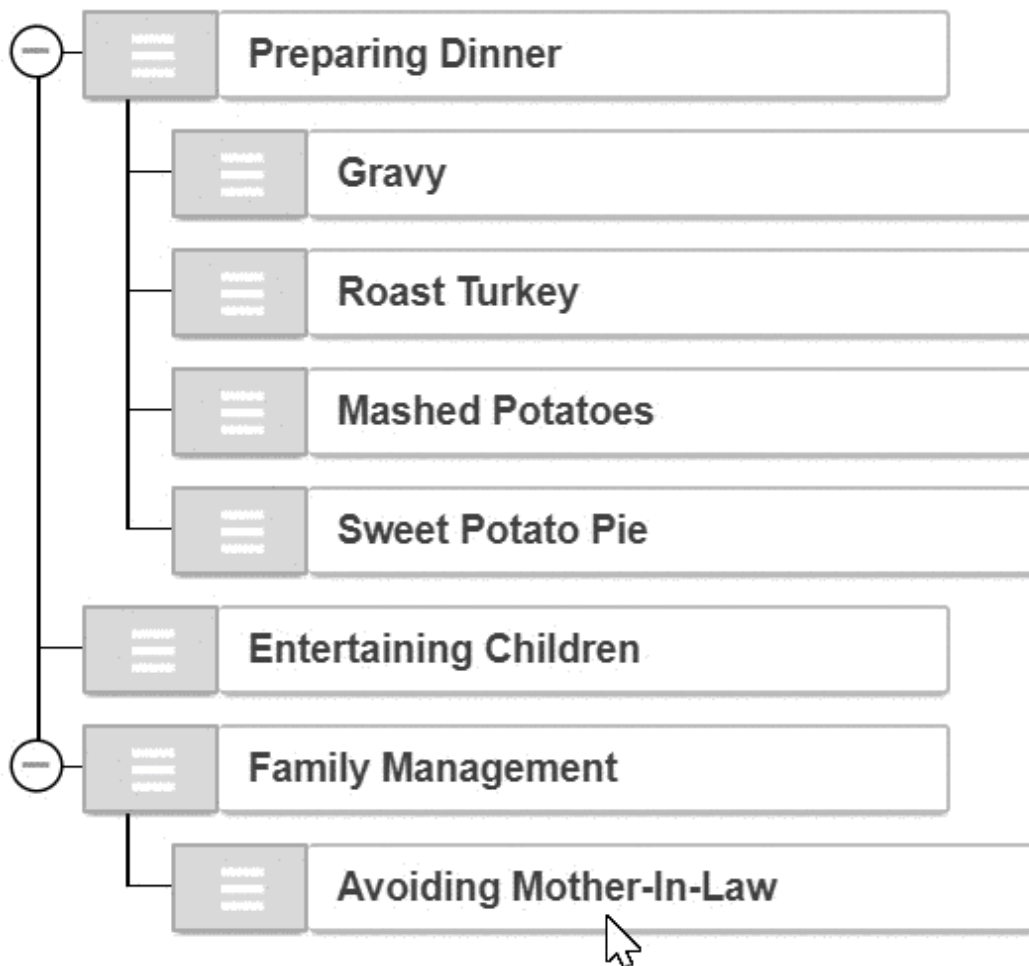
Preview

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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.