

Overview of Publish

Lara Proud - 2023-03-15 - Comment (1) - 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

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[Knowledgebase Articles](#) •

[Guides](#) •

[News Posts](#) •

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