

Write a Knowledgebase Article

Karsten Lloyd - 2023-09-12 - Comment (1) - 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

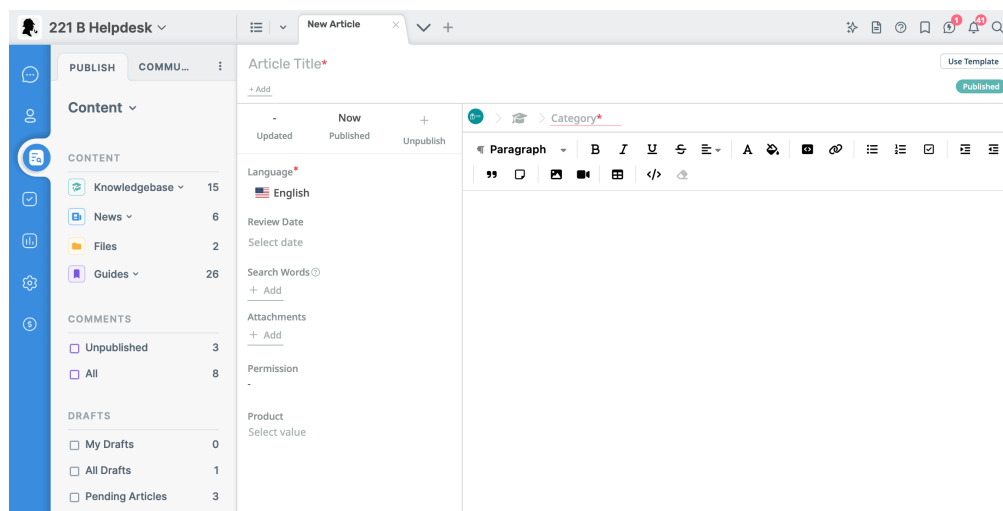
Deskpro makes support simple for you and your customers with a highly customizable 24/7 self-service Help Center. Our easy-to-use content publishing tools enable you to build a truly useful Knowledgebase

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

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



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

.Select the **Category (or Categories)** that the article will appear in .1

.Choose the **Status** the article should have when you create it .2

.1 **Published** - visible to users on the Help Center

.2 **Unpublished** - Not visible to users

Draft - Not visible to users. In the Agent interface, Drafts will appear in .3
(the **Drafts Section** (under **My Drafts** for articles you create

.Enter a **Title**, and **add Labels** if you want .3

.Write the article contents in the editor .4

:In the **Properties sidebar**, you can .5

.Set the **Language** .1

.Set the **Review Date** .2

Add **Search Words** (if a user searches for any of these words, the .3
(article will appear at the top of the results

.Add **Attachments** to attach **files** to the article .4

.Click **Create Article** to create the article with your chosen status .2

.For more information on using [publishing tools](#), refer to our guide