

Introducing: New Knowledgebase Content Editor

2018-03-19 - Benedict Sycamore - Comments (2) - Product

The knowledgebase content editor used in the Publish section within Deskpro has been updated.

We have introduced Froala, a lightweight WYSIWYG HTML Editor written in Javascript that enables even more rich text editing opportunities within Deskpro.

How does the new editor work?

Froala works a lot like our old text editor, is incredibly easy to use, and comes with a whole range of useful features that you can check out [here](#).



How can I start using the new editor?

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 look forward to receiving your feedback about the new article editor, and wish you all the best in the meantime.

Comments (2)

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Matt Goldfarb

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Hyper link for check out Here is not working

Paul Davies

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Hi Matt, thanks for letting us know. The link has now been fixed and updated in the article above. Thanks again, Paul