

Write a Knowledgebase Article

Karsten Lloyd - 2023-09-12 - Comments (0) - 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:

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