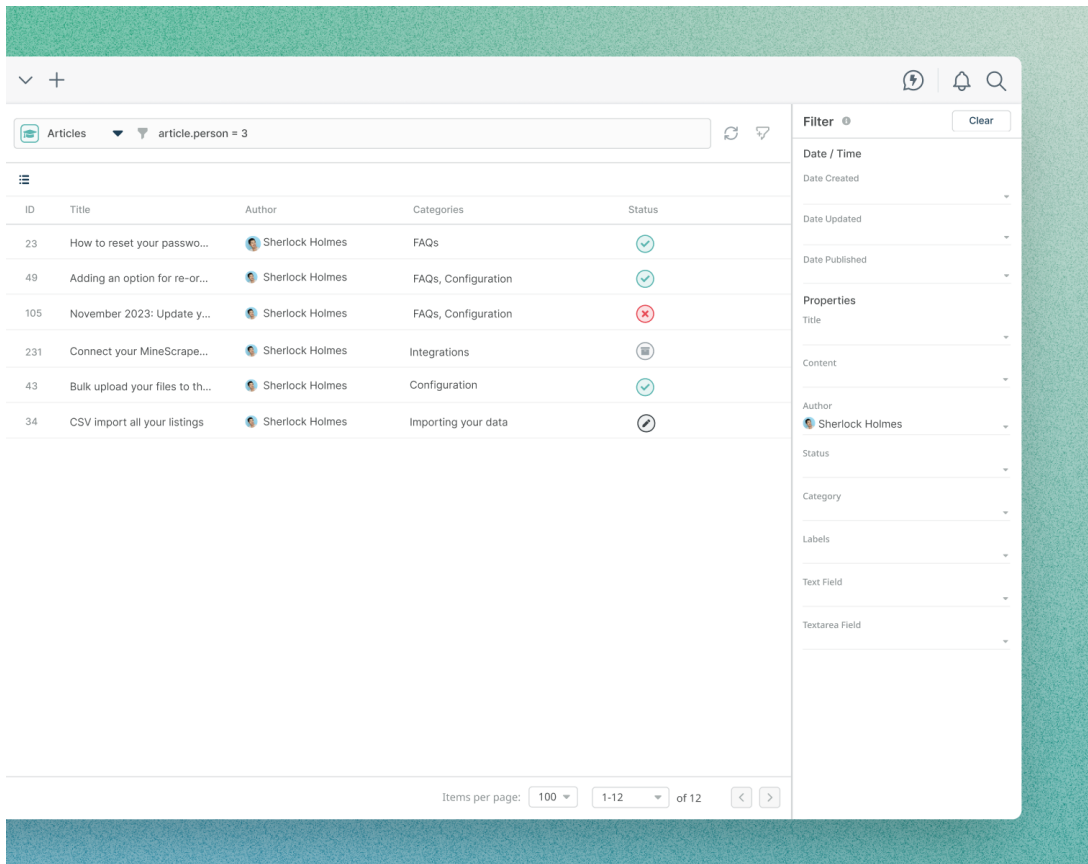


Organize Help Center content easily with Publish Lists

2024-02-29 - Lara Proud - Comments (0) - Product (Agent)

Continuing with our enhancements on the way you manage and filter information in the helpdesk, we are introducing the Lists feature to Publish.

To create a list for a specific item, including Knowledgebase Articles, Guides, News Posts, and Files, simply choose it from the dropdown options in the filtering bar.



The screenshot displays the Publish Lists interface. At the top, there is a navigation bar with a dropdown menu set to 'Articles' and a filter expression 'article.person = 3'. Below this is a table of articles with columns for ID, Title, Author, Categories, and Status. The table contains six rows of data. To the right of the table is a 'Filter' sidebar with various filterable fields: Date / Time (Date Created, Date Updated, Date Published), Properties (Title, Content, Author, Status, Category, Labels, Text Field, Textarea Field), and a 'Clear' button. At the bottom of the table, there is a pagination control showing 'Items per page: 100' and '1-12 of 12'.

ID	Title	Author	Categories	Status
23	How to reset your passwo...	Sherlock Holmes	FAQs	✓
49	Adding an option for re-or...	Sherlock Holmes	FAQs, Configuration	✓
105	November 2023: Update y...	Sherlock Holmes	FAQs, Configuration	✗
231	Connect your MineScrape...	Sherlock Holmes	Integrations	⊞
43	Bulk upload your files to th...	Sherlock Holmes	Configuration	✓
34	CSV import all your listings	Sherlock Holmes	Importing your data	✓

This enhancement will help broaden Publish capabilities by enabling agents to create custom no-code lists of your Publish items. Agents will be able to form lists with the simple 'is/is not' filtering capabilities already available for Tickets, the CRM, and Community.

With Publish lists, agents can easily categorize the content hosted on your Help Center into customized lists based on specific criteria such as Date and Time, Author, Status, or any other relevant field. This allows for efficient organization and quick access to essential information within your publishing platform.

Additionally, admins have the flexibility to set up lists either per team or globally across all teams. This enables streamlined management of Publishing resources and ensures that each team has access to tailored lists that meet their specific needs.