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Personalize your Help Center and Content

Lara Proud - 2023-09-12 - Comments (0) - Getting Started

The first step to personalizing your helpdesk is by naming it and adding your website details.

To add information about your helpdesk go to **Admin > Configuration > Branding**. Select the brand you want to update:

OVERVIEW	Branding					
CONFIGURATION ^	Brands allow you to provide support for m	nultiple brands through one helpdesk. Each brand has its own customer facing Help Center you can customize.				
Branding	Help Center Configuration	Messenger Setup				
C Languages & Locales						
A Phrase Translation						
CHANNELS	Agent Branding	Helpdesk name This is the actual name of your Helpdesk				
AGENTS		Baker Street Energy				
HELP CENTER		Favicon				
TICKET STRUCTURE		Choose a file or 🕐 Drag and drop				
FEATURES		Logo				
BUSINESS RULES		Change file				
CRM		Avatar				
APPS & INTEGRATIONS		BSE Change file				
DATA		Helpdesk URL				
		https://bakerstreetenergy.deskpro.com/				
	Brands	Q Search Brands				
		Baker Street Energy Flora Street Add New Brand				
		BSE 🤟				

From here, you can edit your brand settings which will update them from the helpdesk defaults. You can update:

- Brand Name
- Favicon
- Avatar
- Brand Logo
- Website Name
- Website URL
- Help Center Name
- Your sub-domain

Edit: Baker Street Energy	id: 1
Help Center Configuration Dessenge	er Setup
O User Registration	
Brand Settings	
Brand Name*	New Brand
Baker Street Energy	
Favicon	
BSE 👔 🏠 Change file	
Avatar	
Change file	
Brand Logo	
BSE 🚺 🏠 Change file	
Website	
Website name	
This is the name of your main website	
Website URL	
This is the URL to your main website	
Help Center	
Help Center name	

Baker Street Energy

This is the name of your Help Center. The name is displayed to users in their browser window title, and is also used in the default footer email template.

Domain

۴۱^۳ <u>Custom Domain</u>

Your Deskpro.com sub-domain

Deskpro Domain

https:// bakerstreetenergy

.deskpro.com

From **Admin** > **Configuration** > **Branding**, you can also create additional branded Help Centers for different end-user-facing Help Centers by selecting **Add a Brand**.

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\odot	OVERVIEW	Branding	
2	CONFIGURATION ^		nultiple brands through one helpdesk. Each brand has its own customer facing Help Center you can customize.
Ō	👻 Branding	Help Center Configuration	Messenger Setup Setup Setup
R	Canguages & Locales		
\odot	X Phrase Translation		
	Business Hours		
	CHANNELS	Agent Branding	Helpdesk name This is the actual name of your Helpdesk
٢	AGENTS		Baker Street Energy
(5)	HELP CENTER		Favicon
	TICKET STRUCTURE		Choose a file or 🖪 Drag and drop
	FEATURES		Logo
	BUSINESS RULES		Change file
	CRM		Avatar
	APPS & INTEGRATIONS		BSE Change file
	DATA		Helpdesk URL
			https://bakerstreetenergy.deskpro.com/
		Brands	Q Search Brands
			Baker Street Energy Flora Street Add New Brand
			BSE B- +

You can also manage the appearance of your various Help Centers in **Admin > Help Center > Help Center Design**. This lets you change your welcome message, fonts, and colors and add a logo to make your Help Center truly reflective of your brand.

Help Center Design		
🎐 Default 🔹	Myself Agent ¢ User ¢ Guest	
Theme Help Center 👻	🔁 Deskpro 🔕 Agent ~ 🛞 Admin ~ 📼 E	English 🗸 Contact Us
Clone to New Theme Dimport Theme Import and Replace current D+ Export Theme		
Theme Options Welcome box title	Q How can we help you today?	
Welcome message		
Logo Delete	• Help Center	
Favicon		⊻
Splash Image Browse Splash Images Upload Image	Community Guides Knowledgebase News	Files Contact Us
Show navigation buttons on home page Featured articles	News	
Colors		
Save Discard Changes	General JUN Ext temportbus laboritosam JUN Velaptatem numpum partial 15	Perferendis natus iste JUN 14

For more information about **Help Center Configuration and Branding** see the <u>Help Center Design</u> section of the Admin Guide.

Or read the next section in this **Getting Started** series on <u>Creating Dashboards</u>.