

知识库 > Getting Started > Write a Knowledgebase Article

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:

- IE | ~ New Article » ∎ ⊘ □ 🗗 🛱 Q 221 B Helpdesk 🗸 × + PUBLISH COMMU... : Article Title* Lise Template Published + Add Content ~ 💿 > 🎓 🗦 Category* Now + Updated Unpublish ¶Paragraph -> B I ⊻ +> ≟ +> A 🗞 🖬 🖉 🖉 🖽 Ξ Ξ CONTENT Language* ** 🖸 🖪 🖬 🖽 </>> Knowledgebase ~ 15 📕 English News ~ 6 Review Date Select date Files 2 26 Search Words ③ 📕 Guides 🗸 + Add Attachment COMMENTS + Add Unpublished Permission 🗆 All 8 DRAFTS Product Select value 0 My Drafts All Drafts 1 Pending Articles 3
- 1. Select the Create Article from the + button in the header bar

- 2. In the New Article window, you need to:
 - 1. Select the Category (or Categories) that the article will appear in.
 - 2. Choose the **Status** the article should have when you create it.
 - 1. **Published** visible to users on the Help Center.
 - 2. **Unpublished** Not visible to users.

- 3. **Draft** Not visible to users. In the Agent interface, Drafts will appear in the **Drafts Section** (under **My Drafts** for articles you create)
- 3. Enter a **Title,** and **add Labels** if you want.
- 4. Write the article contents in the editor.
- 5. In the **Properties sidebar,** you can:
 - 1. Set the Language.
 - 2. Set the **Review Date**.
 - 3. Add **Search Words** (if a user searches for any of these words, the article will appear at the top of the results).
 - 4. Add **Attachments** to attach **files** to the article.
- 2. Click **Create Article** to create the article with your chosen status.

For more information on using <u>publishing tools</u>, refer to our guide.