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**
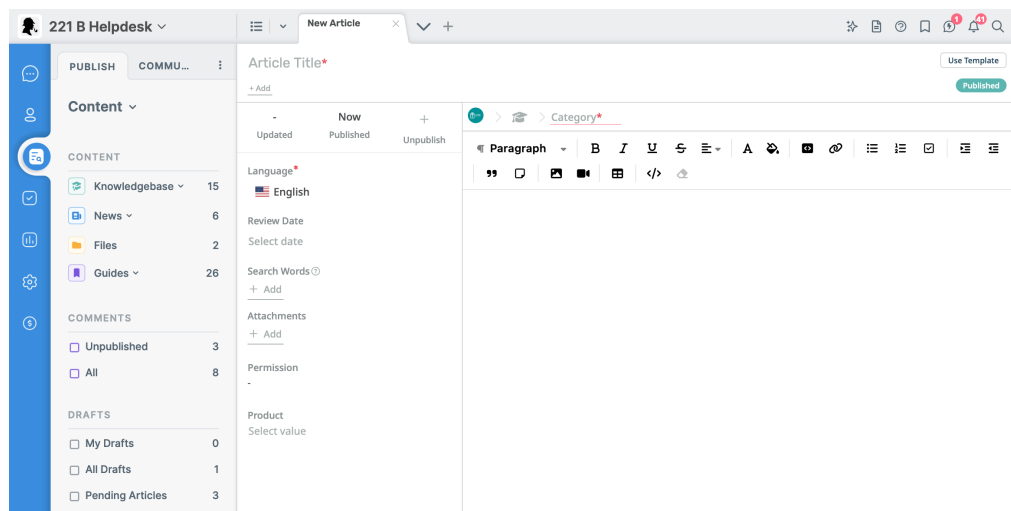
2. In the New Article window, you need to:

   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 **Unpublished** - Not visible to users.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 [publishing tools](#), refer to our guide.