


Article submission and review process

The following document outlines some best practices for submitting and reviewing developer support articles.

Prerequisites

Before you can begin writing a developer support article, make certain you have access to the **Zoom Developer Support** brand in Zendesk. If you do not, request access to Zendesk via a Happy Desk request in Okta.

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 Make sure to review the **style guide** for tips on creating your developer support article. The style guide is designed to ensure that there is a consistent voice and presentation.

Creating content

You can use the **Zoom Developer Support** brand in Zendesk to add, modify, or remove developer support articles.

Create a new article

After you log in to Zendesk, click the **Manage Support** icon (it looks like an open book) in the left navigation bar. The **Manage articles** interface will appear.

In the top navigation bar, click **Add** to display the menu options. Click **Article**. The article rich text editor interface will appear. Using the rich text editor, draft your developer support article.

 For writing guidelines, read the **developer support style guide**.

Set the Article Setting attributes

Before you are ready for someone to review your article, make certain that you check your **Article Settings**. To do this, use the **Article Settings** section to the right of the interface to set the following options:

- **Managed by** — Select *Developer Advocacy Team*.
- **Visible to** — Select type of user who can view your article. For most developer support articles, select the *Everyone* option.
- **Publish in section**
 - Select the appropriate section for your article. For example, the *API* option if it is an article related to Zoom's APIs.
 - Deselect the *Open for comments* option if you do **not** want to enable article comments.

Stage for review

Once you are ready for review, save your developer article. Then, in the **Article Settings** section to the right, click the arrow in the **Save** menu, then select the *Submit for review* option.

To assign a specific user to review your article, click **Assign**, then select the person or persons you want to review your article.

Reviewing articles for publication

When reviewing someone's article for peer review, keep the following in mind:

- Check for any grammar and typographical errors.
- Check for any formatting issues, such as missing code tag formatting.
- Recommend breaking up large paragraphs or blocks of text. This can help to make the article much easier to read and helps ensure that you'll keep your audience's attention.
- If there are any links, check them to ensure their integrity and accuracy. Do the links direct you to the expected page?
- Does the article follow the [style guide](#)?
- Does the article convey the proper [voice and tone](#)?

After the article review is complete and all revisions are made to the article, approve the article. To do this, in the **Article Settings** section to the right, click the arrow in the **Save** menu, then select the *Approve* option.