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Your email address

Subject

Description

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Help Center or main web-site address

Please provide us with your Help Center or main web-center address.

Attachments

Add file

or drop files here

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[http://support.zendeskthemes.com/access/login?theme=hc&hc=true&force\_unaltered\_return\_to=true&return\_to=http%3A%2F%2Fsupport.zendeskthemes.com%2Fhc%2Fen-us&locale=1]

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[http://support.zendeskthemes.com/hc/en-us/categories/200271742-Themes-Installation]

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Is it possible to change the color scheme of a theme?

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Can I translate your theme?

Can I remove the reference to ZendeskThemes.com from the template?

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Andrey Metelsky —

March 24, 2015 15:54

ZendeskThemes.com is your destination for premade and designed themes for your Zendesk Help Center. Our themes are sold as a digital download. All the themes are responsive and designed to work seamlessly for all desktop and mobile devices. All the original features and tools of Zendesk are available and fully supported in our themes.

The major advantage of purchasing a theme&nbsp;is price: you get a high quality design for a reasonable&nbsp;price. You don't have to hire a web designer, web design studio or&nbsp;specialists who know Zendesk architecture. The second advantage is time frame: It usually takes 5-15 working days for a good designer to create&nbsp;a web pages of such quality and 5-15 working days for a good web developer to program them.

Moreover we provide complementary library to extend Knowledge Base and Community with cool visual components and features.

All templates we offer are provided with editable sources files and can&nbsp;be customised according to your needs. There is no time limit to use templates. As long as you&rsquo;re the owner of Help Center, templates can be used without any time limit.

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*Options of Help Center home page layout*

*Andrey Metelsky —*

March 24, 2015 15:55

Home page of each theme consists of 3 blocks.

Custom icons and links

List of categories

Categories tree &mdash; a list of categories in the Help Center; in each category, a list of sections; in each section, a list of six articles with a link to more, if any.

You can easily choose which one is the best for your Help Center. Moreover you can mix them, for example, custom icons and the category tree.

in addition you can easily turn &ldquo;Promoted articles&rdquo;, &ldquo;Trending questions&rdquo; and &ldquo;Browse Community&rdquo; blocks on or off&nbsp;and move them on Home page.

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How can I install a theme? &ndash; ZendeskThemes.com Help Center

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*Andrey Metelsky —*

March 24, 2015 15:59

You will be able to find instructions on theme installation in our Online Help Center. You can also contact us via

hello@zendeskthemes.com

for a free quote to assist you with the installation if you face any&nbsp;difficulties.

If you prefer not to spend time installing your theme, you can purchase an installation service and we will perform the installation for you.

Caution

Note

: You will need to provide us with a temporary admin access for installation.

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*Andrey Metelsky —*

March 24, 2015 15:58

You&rsquo;re certainly more than welcome to give it a try. But this really depends on your level of experience with Zendesk and web development.&nbsp;All templates we offer are provided with editable sources files and can&nbsp;be customized according to your requirements.

There are three options for customization:

You will be able to customize theme&nbsp;files on&nbsp;your own. Please note: all the future updates for the theme will not be available for automatic installation and support of the theme will not be available either.

You can buy &ldquo;Changing Color Scheme&rdquo; service.

You can ask us for theme customization.

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*Andrey Metelsky —*

December 21, 2014 13:48

Browsers: Chrome, Firefox, Safari, Opera, IE9+

Applicable Zendesk plans: Regular, Plus, Enterprise, Enterprise Elite

Applicable Zendesk versions: Help Center

*&nbsp;*

*Caution*

*Note*

: The Web Portal (the previous version of Help Center) is not compatible with our&nbsp;Themes! Learn more about different versions of Zendesk

here

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*Andrey Metelsky —*

April 06, 2015 07:06

No. You&rsquo;ll need to purchase the Zendesk plan subscription and template separately.

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[http://support.zendeskthemes.com/hc/en-us/articles/201880352-What-is-installation-service-Can-you-help-me-with-theme-installation-]

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*Andrey Metelsky —*

December 21, 2014 14:29

Yes, we can! It&rsquo;s not a requirement, just an option for our clients&rsquo; convenience. If you&rsquo;re interested, please buy installation services.

The offer includes template installation on your Help Center carried out within 24-72 hours.

Important

*Note*

*: You will need to provide us with a temporary admin access for installation.*

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*What is Changing Color Scheme service?*

*Andrey Metelsky —*

December 21, 2014 14:35

If you like a theme but need different color scheme (colors of all Help Center elements) you can buy changing color service.

You will need to provide us with the exact colors of new scheme.

The offer includes color scheme changing on template carried out within 24-72 hours.

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[http://support.zendeskthemes.com/hc/en-us/articles/201880362-Can-you-customize-a-theme-for-me-]

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*Andrey Metelsky —*

December 21, 2014 11:53

It depends on the number of changes. Please send your requirements to

*hello@zendeskthemes.com*

and we will answer quickly.

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*Andrey Metelsky —*

December 10, 2014 07:57

Unfortunately for the present moment we don&rsquo;t provide such services.

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*Andrey Metelsky —*

April 06, 2015 07:09

During the checkout of the template you might see additional offers, such as template installation, customization, etc., you can opt to purchase, but we do not have any hidden cost involved in our template sales. If you decide to order additional options later, it will come as a separate order.

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*Do you provide any trial period for your templates?*

*Andrey Metelsky —*

*April 06, 2015 07:09*

You are welcome to test the demo. We strive to create live previews for each template on our website. We do not currently offer any trial period for our theme templates.

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[http://support.zendeskthemes.com/hc/en-us/articles/201879932-Is-there-a-way-I-can-view-your-templates-in-action-Can-you-provide-the-links-to-your-Customers-sites-based-on-your-templates-]

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*Andrey Metelsky —*

December 21, 2014 15:24

If the template has a demo, you&rsquo;ll see a button&nbsp;allowing you to see its live installation. However, we&rsquo;re not able to provide links to our clients&rsquo; projects due to our privacy policy.

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*Andrey Metelsky —*

*April 06, 2015 07:09*

You are welcome to test the demo. We strive to create live previews for each template on our website. We&rsquo;re not able to let you download the specific template or its part for testing before making your purchase.

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[http://support.zendeskthemes.com/hc/en-us/articles/202005021-Do-you-have-a-refund-policy-]

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*Do you have a refund policy?*

*Andrey Metelsky —*

April 06, 2015 07:11

Since ZendeskThemes.com is offering non-tangible irrevocable goods we do not issue refunds once the order is complete&nbsp;and the product is sent. As a customer you are responsible for understanding this when&nbsp;purchasing any item on our site.

However, we realize that exceptional circumstance can take place with regard to the character of the product we supply. Therefore, we DO honor requests for the refund on the following reasons:

non-delivery of the product

: due to some mailing issues of your e-mail provider or your own mail server you might not receive a delivery e-mail from us. In this case we recommend contacting us for assistance. Claims for non-delivery must be submitted to our

Billing department

in written form within 7 days from the order placing date. Otherwise the product will be considered received and downloaded;

download and unzipping issues

: it may happen so that you are having problems while downloading the product or its unzipping. Claims regarding such issues must be submitted to our

Support department

. If you do not properly contact us during 3 days, you agree that we may construe silence as a successful download of the product with no further right of redress or refund for a &ldquo;download issue&rdquo; reason. Failure to receive assistance for downloading or unzipping within 3 days may result in a refund decline;

major defects

: although all the products are thoroughly tested before release, unexpected errors may occur. Such issues must be submitted for our

Support Team

&rsquo;s approval. We keep the right to rectify the error or defect within 72 hours. If any deficiency is approved and we fail to correct it within 72 hours from the date of the initial complaint letter or any other notification provided by a Customer, the refund will be issued to the customer in full without any compensations or reimbursements. OR, at customer&rsquo;s choice, replacement of the product of the same or around the same value can be offered. Please be advised that temporary access to your Help Center&nbsp;can be requested by our technicians in order to identify and fix the possible issues with our themes. Failure to provide such access in a timely manner may result in a delayed resolution of the issue. Refusal to provide access to your Help Center will result in your inability to qualify for a refund.

product not-as-described

: such issues should be reported to our

Support Department

within 7 days from the date of the purchase. Clear evidence must be provided proving that the purchased product is not as it is described on the website. Complaints which are based merely on the customer&rsquo;s false expectations or wishes are not honored.

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*Andrey Metelsky —*

*April 06, 2015 07:11*

All payments are handled through PayPal and we accept all major credit cards, debit cards and PayPal from individuals.

At&nbsp;the present moment we are not able to accept payments from organisations.

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*How secure are payments?*

*Andrey Metelsky —*

December 21, 2014 16:04

Your payments for themes purchases are processed securely by PayPal. Here are some of the ways that PayPal keeps your information secure:

PayPal&nbsp;uses industry-leading encryption and fraud prevention tools.

PayPal&nbsp;don't share your financial information with ZendeskThemes.com.

PayPal&nbsp;sends you a confirmation email when you make a payment.

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*Andrey Metelsky —*

April 06, 2015 07:12

You can purchase the template with the card without creating an&nbsp;account with PayPal. To do this please choose PayPal option on the checkout page and press &ldquo;Pay with a debit or credit card, or PayPal Credit&rdquo; on the next page. Than follow the instructions on-line.

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December 06, 2014 07:50

You&rsquo;ll get the template once you&rsquo;ve completed the purchase process. The template is normally delivered to your email address within 3-5 minutes.

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*Andrey Metelsky —*

December 06, 2014 08:01

Credit card transactions are shown instantly upon authorization, you will receive a payment confirmation receipt right after the payment is processed.

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*Andrey Metelsky —*

*April 06, 2015 07:12*

Please, submit your request to

*hello@zendeskthemes.com*

. You should provide us with details of your order (wrong email, template Order ID, template name, name used for the order). Usually such requests are handled within 24-48 hours.

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*Andrey Metelsky —*

*April 06, 2015 07:12*

Make sure that you don&rsquo;t have firewall restrictions that prohibit this download. Try to use this link on another computer.

If it still doesn&rsquo;t work, please, contact our support department via

*hello@zendeskthemes.com*

. Please, do not forget to provide our technical support representatives with your order number, your e-mail address which you used for your purchase, your name and your template.

*&nbsp;*

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*Andrey Metelsky —*

December 21, 2014 16:25

First, make sure that you have submitted your

e-mail address correctly

for delivery purposes.

Second, please check your email &ldquo;Bulk/Junk&rdquo; folder to see if the e-mail has been held by your anti-spam filters. The delivery e-mail was sent to you from&nbsp;&ldquo;hello@zendeskthemes.com&rdquo;.

Third, you may contact our representatives for assistance at

*hello@zendeskthemes.com*

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*Andrey Metelsky —*

December 21, 2014 16:26

Please contact our billing representative via e-mail

*hello@zendeskthemes.com*

with the screenshot of the credit card statement showing extra charges and we will reply you within 1-3 business days with all the details.

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December 21, 2014 16:27

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with the screenshot of the credit card statement showing twice charges and we will reply you within 1-3 business days with all the details.

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*Andrey Metelsky —*

December 21, 2014 16:28

We maintain a no-refund and no-exchange policy because of the specific nature of the product that we provide. Technically, there can be no situation when a &ldquo;wrong template&rdquo; is delivered. Before proceeding to the checkout page the customer previews the template from the shopping cart, to make sure that the template item is the one that was chosen. No other template can possibly be delivered.

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*Andrey Metelsky —*

April 06, 2015 07:13

Thank you for choosing our products and services! Your installation is normally scheduled for completion within 24-72 hours of purchase. The amount of time it takes depends on the product selected, as well as on the time lapse between our staff&rsquo;s correspondence with you and your replies, i.e. the time it takes to gather user names / passwords as we&rsquo;ll need this information to start your project.

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*Andrey Metelsky —*

December 21, 2014 11:56

Yes, you&rsquo;ll be able to request your template to be resent to you. Please contact us via

*hello@zendeskthemes.com*

and provide us with the following information:

Email address used to make the purchase.

Template Order ID.

Name used for the order.

You&rsquo;ll be connected to one of our operators to assist you with renewing the download link.

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*Andrey Metelsky —*

April 06, 2015 07:14

If we update a theme we contact all the customers who purchased it and provide them with the instruction what to do.

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*April 06, 2015 07:14*

Although all the products are thoroughly tested before release, unexpected errors may occur. Such issues must be submitted for our Support Team&rsquo;s approval. We'll do the best to rectify bugs within 72 hours.

If you have found a bug please contact our

*Support Team*

and provide them with details (screenshots, description, etc.).

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*Theme files structure*

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[http://support.zendeskthemes.com/hc/en-us/articles/201901642-How-to-install-theme-]

How to install theme? &ndash; ZendeskThemes.com Help Center

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*How to install theme?*

*Andrey Metelsky —*

April 06, 2015 07:16

It is rather simple. Please use these instructions.

Step 1. Preparations

Before you proceed to set up your theme, please make sure you are fully prepared. Please complete the following preparation steps:

Unzip Theme

.zip archive package. The structure of folders is described here.

Click Customize design

in the tools panel on the bottom-right side of your Help Center.

Click Edit Theme

. Zendesk make a copy of the existing theme. Any changes you make are applied to the copy, not the original. You can revert to the original theme at any time.

*&nbsp;*

Step 2. Image&nbsp;uploading

Click Assets

tab.

Upload all the files

from Theme package &ldquo;img&rdquo; folder to the Zendesk Assets area.

Step 3. CSS update

Click &ldquo;CSS&rdquo;

tab and delete all the content from code view.&nbsp;

Copy and paste CSS-code

. Open Theme package &ldquo;css&rdquo; folder. Open theme.css file, copy its content and past it to &ldquo;CSS&rdquo; tab code view.

Click &ldquo;Save&rdquo;

*.*

Step 4. JS update

Click &ldquo;JS&rdquo;

Copy and paste JS-code.

Open Theme package &ldquo;JS&rdquo; folder. Open the theme.js file, copy its content and past it to &ldquo;JS&rdquo; tab code view. If your theme doesn&rsquo;t contain any file don&rsquo;t worry, code view should be empty.

Click &ldquo;Save&rdquo;.

Step 5. HTML update

Click &ldquo;Home page&rdquo;

Choose a page template

Copy and paste HTML-code

. Open Theme package &ldquo;templates&rdquo; folder. Find .txt-file with the same name as page template from the previous point. Open the file, copy its content and past it to the corresponding code view.&nbsp;

Repeat

all the substeps of step 5 for each page type in Zendesk theme editor.

Step 6. Publish changes

When you're ready to deploy your changes,

click Publish changes

at the top of the sidebar.

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[http://support.zendeskthemes.com/hc/en-us/articles/201901652-How-can-I-extract-files-]

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*Andrey Metelsky —*

December 10, 2014 08:54

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[http://support.zendeskthemes.com/hc/en-us/articles/201901632-Theme-files-structure]

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*Installation guides*

*Theme files structure*

*Andrey Metelsky —*

*April 06, 2015 07:16*

The templates are downloaded as a single .zip archive package.&nbsp;The package consists of several folders.

css

&nbsp;&mdash; contains CSS-files

img&nbsp;

&mdash; contains icons for custom blocks

templates

&mdash; contains HTML-files for all&nbsp;kind of Help Center pages

js

&mdash; contains Javascript-files&nbsp;for theme.

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December 30, 2014 20:31

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*Community*

Topics

Questions

Open questions

Post a question or idea

All

Feature Requests

1 question

0 followers

General Discussion

3 questions

Terms of Use

1 follower

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[http://support.zendeskthemes.com/access/login?theme=hc&hc=true&force\_unaltered\_return\_to=true&return\_to=http%3A%2F%2Fsupport.zendeskthemes.com%2Fhc%2Fen-us%2Frequests%2Fnew&locale=1]

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*Options of Help Center home page layout*

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*How can I customize a theme on my own?*

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*Is Zendesk plan price included in the template price?*

*See all 15 articles*

*Additional Options and Services*

*What is installation service? Can you help me with theme installation?*

*What is Changing Color Scheme service?*

*Can you customize a theme for me?*

*Can you design a custom theme for me?*

*Before your purchase*

*Are there any extra costs involved?*

*Do you provide any trial period for your templates?*

*Is there a way I can view your templates in action? Can you provide the links to your Customers’ sites based on your templates?*

*How can I preview the template pages source?*

*Do you have a refund policy?*

*Purchase process*

*Which payment types do you accept?*

*How secure are payments?*

*How do I process my debit or credit card via PayPal?*

*When and how will I get the template?*

*How do I know if my payment has gone through?*

*Payment & Purchase Troubleshooting*

*I have the wrong email on the order. What do I do?*

*My link is not active or broken. What do I do?*

*I haven’t received my download link. What do I do?*

*My card was overcharged. What do I do?*

*My card got charged twice for the same purchase. What do I do?*

*I have purchased the wrong template. Can I exchange it?*

*After-payment questions*

*How long will it take to install the template if I purchase the installation from you?*

*I have lost the template files, may I get them again?*

*How can I update a template to a newer version?*

*I&#39;ve found a bug in the theme. What do I do?*

*Installation guides*

*How to install theme?*

*How can I extract files?*

*Theme files structure*

*Temp Section*

*Temp Article*

*Promoted articles*

*Trending questions*

*No trending questions yet.*

*Community*

*browse*

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[http://support.zendeskthemes.com/access/login?theme=hc&hc=true&force\_unaltered\_return\_to=true&return\_to=http%3A%2F%2Fsupport.zendeskthemes.com%2Fhc%2Fen-us%2Fcategories%2F200271722-Sales-Questions&locale=1]

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[http://support.zendeskthemes.com/hc/en-us/articles/202004931-Is-there-a-monthly-fee-]

Is there a monthly fee? &ndash; ZendeskThemes.com Help Center

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*Andrey Metelsky —*

March 24, 2015 16:00

No!

All prices are one-off.

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*General Description*

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*Andrey Metelsky —*

March 24, 2015 16:01

You may

Use the template with Zendesk Help Center on you own.

You may not

Resell or redistribute templates (like we do).

Claim intellectual or exclusive ownership to any of our products, modified or unmodified.

Make more than one project using the same template (you have to purchase the same template again&nbsp;in order to make another project with the same design)

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*Which Help Center Pages are included in the template?*

*Andrey Metelsky —*

March 24, 2015 16:04

Theme templates define the layout of each page type, as well as the global header and footer. The following page types and elements are included to templates:

Help Center home page (3 layout options)

category landing pages in the knowledge base

section landing pages in the knowledge base

article pages in the knowledge base

community landing pages

contribution pages in the community

following pages in the community

new request page

request page

request list page

the search results page

the error page

the header and footer

the document's head tag

You can see the screenshots of the pages on our shop or test them on live demo versions of the themes.

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[http://support.zendeskthemes.com/hc/en-us/articles/201959282-Is-your-support-free-or-should-I-pay-for-your-assistance-]

Is your support free or should I pay for your assistance? &ndash; ZendeskThemes.com Help Center

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*General Description*

*Is your support free or should I pay for your assistance?*

*Andrey Metelsky —*

March 24, 2015 16:06

If your request is related to the template not functioning correctly, an error in the download, or general getting started instructions, feel free to ask for our support. We limit the questions to issues related to getting the template installed and working. Anything else is beyond the scope of a template sale.

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[http://support.zendeskthemes.com/hc/en-us/articles/202090201-Do-you-provide-Theme-Support-]

Do you provide Theme Support? &ndash; ZendeskThemes.com Help Center

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*Sign in*

*How can we help?*

*Getting Started*

*General Description*

*Do you provide Theme Support?*

*Andrey Metelsky —*

*March 24, 2015 16:06*

If any problem occurs during the installation process, or if the theme for some reason works&nbsp;differently than expected, you can always rely on our

Customer Support

*.*

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[http://support.zendeskthemes.com/hc/en-us/articles/202090191-Is-it-possible-to-change-the-color-scheme-of-a-theme-]

Is it possible to change the color scheme of a theme? &ndash; ZendeskThemes.com Help Center

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*General Description*

*Is it possible to change the color scheme of a theme?*

*Andrey Metelsky —*

March 24, 2015 16:07

There are two options for customization:

You will be able to customize theme files on your own. Please note: all the future updates of the theme will not be available for automatic installation and support of the theme will not be available either.

*You can buy &ldquo;Changing Color Scheme&rdquo; service.*

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Can I use my own logo and a company name? &ndash; ZendeskThemes.com Help Center

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*Getting Started*

*General Description*

*Can I use my own logo and a company name?*

*Andrey Metelsky —*

*March 24, 2015 16:07*

Yes, of course, you will be able to customize the logo, favicon, and Help Center name without any line of code!

To make quick branding changes

In the Help Center, click

Customize design

in the tools panel on the bottom-right side of the page.

The Help Center switches to Preview mode.

Set the options in the Appearance, Branding, or Mobile Branding panels in the sidebar.

When you make a change, the page refreshes to let you preview it on the page. Changes don't take effect until you click

Publish changes

*at the top of the sidebar.*

Most of the options are self-explanatory. The Branding panel has the following options:

Name

- Change the name of the Help Center. For example, your customers might be used to calling your content Support, Help and Tutorials, or Documentation. The name doesn't affect the URL of the Help Center.

Logo

- Change the default logo image displayed in the header. The recommended image size is 200px by 50px. If the width or height of the image exceeds the recommended size, the image is scaled down to keep the aspect ratio constant. The image background should be transparent or match the background color of the header.

Favicon

- A favicon is a small image that appears on a browser tab or next to the URL in the browser's address bar. For best results, make sure the favicon is a square image. The image is scaled to fit the display dimensions.

*&nbsp;*

If you're satisfied with the look and feel of the preview page, click

The changes are applied to the Help Center.

Click

Close

to leave Preview mode.

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*Getting Started*

*General Description*

*Can I translate your theme?*

*Andrey Metelsky —*

March 24, 2015 16:09

Of course! Our themes support of multiple languages in the Help Center.

The default configuration of Zendesk is in the English language.

You can switch

your Zendesk to a different default language by modifying your account settings and updating the default business rules that contain text in English.

Moreover you can use multiple languages in the Help Center. Please learn more about it in&nbsp;

those articles

*.*

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Can I remove the reference to ZendeskThemes.com from the template? &ndash; ZendeskThemes.com Help Center

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*How can we help?*

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*General Description*

*Can I remove the reference to ZendeskThemes.com from the template?*

*Andrey Metelsky —*

December 21, 2014 14:15

Yes, you can.

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[http://support.zendeskthemes.com/access/login?theme=hc&hc=true&force\_unaltered\_return\_to=true&return\_to=http%3A%2F%2Fsupport.zendeskthemes.com%2Fhc%2Fen-us%2Farticles%2F201959102-How-can-I-install-a-theme-&locale=1]

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*Andrey Metelsky —*

*April 06, 2015 07:12*

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*ZendeskThemes.com description of service*

*Options of Help Center home page layout*

*How can I install a theme?*

*How can I customize a theme on my own?*

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*Is Zendesk plan price included in the template price?*

*See all 15 articles*

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*What is installation service? Can you help me with theme installation?*

*What is Changing Color Scheme service?*

*Can you customize a theme for me?*

*Can you design a custom theme for me?*

*Before your purchase*

*Are there any extra costs involved?*

*Do you provide any trial period for your templates?*

*Is there a way I can view your templates in action? Can you provide the links to your Customers’ sites based on your templates?*

*How can I preview the template pages source?*

*Do you have a refund policy?*

*Purchase process*

*Which payment types do you accept?*

*How secure are payments?*

*How do I process my debit or credit card via PayPal?*

*When and how will I get the template?*

*How do I know if my payment has gone through?*

*Payment & Purchase Troubleshooting*

*I have the wrong email on the order. What do I do?*

*My link is not active or broken. What do I do?*

*I haven’t received my download link. What do I do?*

*My card was overcharged. What do I do?*

*My card got charged twice for the same purchase. What do I do?*

*I have purchased the wrong template. Can I exchange it?*

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*How long will it take to install the template if I purchase the installation from you?*

*I have lost the template files, may I get them again?*

*How can I update a template to a newer version?*

*I&#39;ve found a bug in the theme. What do I do?*

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*How can I extract files?*

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*Trending questions*

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*browse*

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*Subject*

*Description*

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*Help Center or main web-site address*

*Please provide us with your Help Center or main web-center address.*

*Attachments*

*Add file*

*or drop files here*

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*Post a question or idea*

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Recommended

Trending

Votes

Information Disclosure

Andrey Metelsky

November 30, 2014 08:37

0 votes

0 answers

What&#39;s the community?

August 17, 2014 14:19

What topics should I add to my community?

2 answers

How do I get around the community?

I&#39;d like a way for users to submit feature requests

1 vote

1 answer

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*Votes*

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*November 30, 2014 08:37*

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*Andrey Metelsky*

*August 17, 2014 14:19*

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*I&#39;d like a way for users to submit feature requests*

*Andrey Metelsky*

*August 17, 2014 14:19*

*1 vote*

*1 answer*

yo yo

October 05, 2014 17:18

*0 votes*

*What topics should I add to my community?*

*2 answers*

Bla

October 05, 2014 15:56

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*August 17, 2014 14:19*

*1 vote*

*1 answer*

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*November 30, 2014 08:37*

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*Andrey Metelsky*

*November 30, 2014 08:37*

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*sign in*

to add your answer.

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*General Discussion*

*What&#39;s the community?*

The Help Center community consists of questions and answers organized by topic. Questions can include ideas, tips, feature requests, or any other useful content contributed by end-users. Answers are replies to questions. Answers can include observations, clarifications, praise, or any other response that&#39;s part of a typical community discussion.

We created a few common topics as placeholder content to help you get started. You can delete the topics and add your own. To learn how, see "Managing community content" at

https://support.zendesk.com/entries/24279711

*.*

*Andrey Metelsky*

*August 17, 2014 14:19*

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*Please*

*sign in*

*to add your answer.*

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*Question*

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*General Discussion*

*What topics should I add to my community?*

That depends. If you support several products, you might add a topic for each product. If you have one big product, you might add a topic for each major feature area or task. If you have different types of users -- end-users and API developers, for example -- you might add a topic or topics for each type of user.

A General Discussion topic is a place for users to discuss issues that don&#39;t quite fit in the other topics. You could monitor this topic for emerging issues that might deserve their own topics.

*Andrey Metelsky*

*August 17, 2014 14:19*

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Official answer

This is an official answer.

December 24, 2014 08:39

Delete

*Please*

*sign in*

*to add your answer.*

*2 answers*

*Bla*

*October 05, 2014 15:56*

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*Question*

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*General Discussion*

*How do I get around the community?*

You can use search to find answers. You can also browse the topics and questions using views and filters. See "Getting around the community" at

https://support.zendesk.com/entries/23746531#topic\_dqx\_znw\_3k

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*Andrey Metelsky*

*August 17, 2014 14:19*

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*Please*

*sign in*

*to add your answer.*

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[http://support.zendeskthemes.com/hc/communities/public/questions/200568341-I-d-like-a-way-for-users-to-submit-feature-requests]

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*Question*

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*Feature Requests*

1

*I&#39;d like a way for users to submit feature requests*

You can add a topic like this one in your community. End-users can go there to add feature requests and describe their use cases. Other users can comment on the requests and vote for them. Product managers can review them and provide feedback.

If you have an idea for a Help Center feature, you can submit it to Zendesk here:

https://support.zendesk.com/forums/1848

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*Andrey Metelsky*

*August 17, 2014 14:19*

*Share*

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*LinkedIn*

*Google+*

*Please*

*sign in*

*to add your answer.*

*1 answer*

*yo yo*

*October 05, 2014 17:18*

*Delete*

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*No answers*

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*Andrey Metelsky*

*August 17, 2014 14:19*

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*0 answers*

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*Votes*

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*What&#39;s the community?*

*Andrey Metelsky*

*August 17, 2014 14:19*

*0 votes*

*0 answers*

*How do I get around the community?*

*Information Disclosure*

*November 30, 2014 08:37*

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*Votes*

*I&#39;d like a way for users to submit feature requests*

*Andrey Metelsky*

*August 17, 2014 14:19*

*1 vote*

*1 answer*

*yo yo*

*October 05, 2014 17:18*

*0 votes*

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*Recommended*

*Trending*

*Votes*

*What topics should I add to my community?*

*Andrey Metelsky*

*August 17, 2014 14:19*

*0 votes*

*2 answers*

*Bla*

*October 05, 2014 15:56*

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