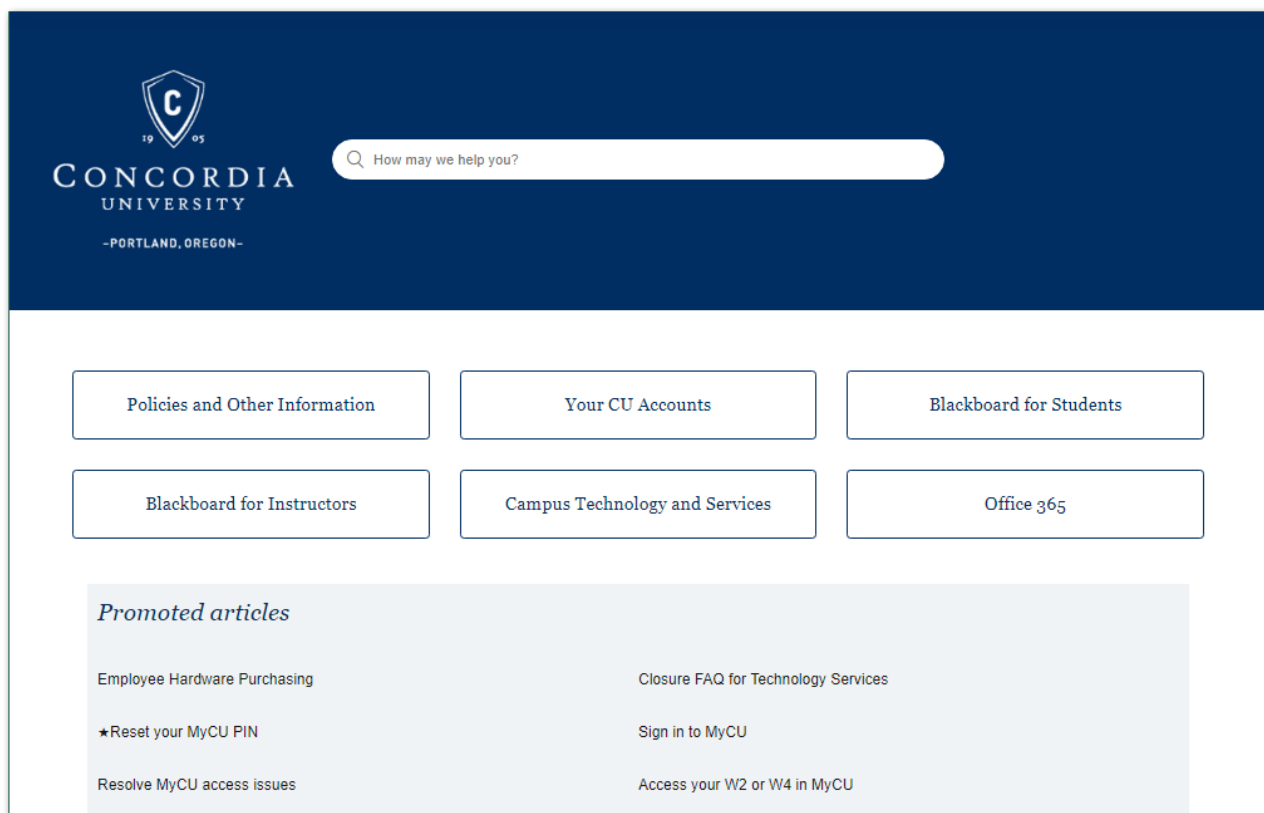| Technology Knowledge Base	
Project Description Zendesk Help Center / End-User Knowledge Base solution (2018)	**My Role** Project Manager / Technical Writer / Knowledge Manager

Brief Summary

Designed and implemented a theme in CSS and HTML within the Zendesk Guide Help Center framework. Established a site-wide style for content and then added all content to the new platform, over 350 articles plus images and file attachments. Created the information architecture within the existing top-level to house new information and prepare for future expansion. Decreased burden on support needs, allowing for leaner team.

Landing page for the Technology Knowledge Base at the beginning of the year, 2020 (Zendesk Guide - Professional)

Background

In 2018, the Wikispaces platform ended operations. As the knowledge-management platform for all information needs at my organization, internal wiki-needs, and external knowledge base, the replacement solution was an exceptionally important project to ensure transition for end users (both external and internal) and onboarding success.

The Challenge

The platform's use predated my arrival on the team, and its clunky setup and architecture made for unfamiliar challenges as the scope of the project's needs were identified. As this was a shared technology, the permissions and management were messy between groups, complicating exporting and importing possibilities.

Approach

We immediately separated the project's external users from the internal users, identifying OneNote or SharePoint as solid solutions for internal team documentation. (Related: *See TSC Wiki OneNote*)

Ultra Base Navigation (Faculty)

Enroll a TA in your course

See all 14 articles

Tools for Your Course

Add a tool to your course menu

Add an assignment dropbox

Allow assignment resubmissions

Create and use rubrics

Create a discussion board forum

Create a journal

See all 19 articles

Grade Your Students

Grade assignments (Inline Grading Tool)

Grade discussion board posts

Allow an extra submission attempt

Clear or ignore an attempt or submission

Add due date exception for a test

Section landing for instructors within the main "Blackboard" category, Zendesk Guide (Professional)

The workflow, permissions, roles, design, administration, disaster management (backup), and structure all had to be established upon management's decision to choose the Zendesk Guide platform, as it was included with the existing support product used by the teams.

Crystal Hines ⌄

Concordia University-Portland Help Center > Blackboard for Students

🔍 Search

Blackboard for Students

Get Started

Log in to Blackboard

Grades, rubrics, and feedback

Your CRN / Course ID

Send email in Blackboard

Blackboard access / Missing courses

Manage notifications from Blackboard

See all 9 articles

Discussion Boards

Discussion boards posts

Save discussion board posts

Edit text in Blackboard

Embed an image in a discussion board post

Attach files to discussion board posts

Format discussion board posts

Assignments, Quizzes, Journals, and more

Tools & Resources

Save PowerPoint notes as PDF

Submit assignments	Collaborate for students
Download an assignment submission	VoiceThread for students
Submit a video	Compress images in Word
Create and edit a journal post	Blackboard Apps
Re-submit an assignment	Blackboard troubleshooting
SafeAssign for students	See all 7 articles
See all 10 articles	

Section landing for students within the main "Blackboard" category, Zendesk Guide (Professional)

Goals and Objectives
- Inventory existing content, incorporating all or most of the current Wikispaces KB
- Migrate all text, files, images, and related content to new platform
- Optimize workflow for Zendesk support, improving on existing system by integrating knowledge with support requests where possible
- Ensure backup (disaster recovery) is free and / or easily available (via native tool, external, or API solutions)
- Long-term planning for end-of-life exporting possibilities

Ideation/Design
- Incorporate workflow tools like Zendesk Knowledge Transfer integration to easily add instructional content or refer users to complete instructional resource(s) in the Help Center knowledge base.
- Disaster recovery tools like kBackup ensure content is backed up in a portable formats like HTML to ensure it will be easier to port content to a future knowledge management platform during future technology life cycles

Basic article display within a section in Zendesk Guide knowledge base.

Outcomes & Accomplishments

The end-user knowledge base serves as self-help for more technically-literate customers as well as helping train internal team members on how to help users solve issues and navigate trouble-spots. Support could remain high while we were forced to endure leaner staffing situations.

Adoption of the knowledge base was quick and painless, with little resistance. People want information easily accessible to them. They want to understand the "why" of the "how". Covering this succinctly and with images or video, when possible, suits a variety of learning types.

With the 24-hour, global world we live in, one-stop self-help that is available reliably and at the customer's convenience is important. People do not have time to spend waiting for someone to be available to assist in many cases and prefer to self-resolve. Clear instructional information makes this possible, and the Zendesk Guide knowledge base provided a lot of relief to our customers and internal team(s).

Usage Data

Article Title	Added to KB	Views (Last 30 days)
Use your Teams calendar in Outlook	September 2019	1074

		KB	days)
	Use your Teams calendar in Outlook	September 2019	1074
	Scrub metadata from Word documents	March 2018	711
	Schedule a Teams meeting from your Outlook calendar	November 2019	628
	Download an assignment submission	January 2018	289
	Save PowerPoint notes as a PDF	January 2018	238

Sample Content

Below are links to PDF exports of selected articles from the knowledge base. Please note, the PDF exports are not always accurate of the final web product version of the resource. Wonkiness may occur. 🙂

- ***Update your displayed first name in Blackboard*** *(student)*
- ***Use your Microsoft Teams calendar within Outlook***
- ***Allow resubmissions for an assignment dropbox in Blackboard*** *(instructor / faculty)*
- ***Create a journal post in Blackboard*** *(student)*