zendesk guide

A smart knowledge base for better self-service and empowered agents

Zendesk Guide is more than just a collection of articles. It's a smart knowledge base that helps you capture and leverage your team's know-how. It works natively with Zendesk Support to deliver better self-service for customers and improve agent efficiency.

Knowledge is power. Using it is *powerful.*

Support teams have a lot of knowledge about customer issues—and the best way to solve them. Zendesk Guide is a smart knowledge base that helps tap into that institutional knowledge and puts it to work. With Guide, you can quickly build a customizable help center, online community, and customer portal so customers get better self-service and agents see improved efficiency and faster resolution. And since it's the only knowledge base native to Zendesk, it integrates seamlessly with Zendesk Support.

Get smarter as you go

Capture your agents' collective knowledge and build on it over time to respond to support requests more effectively.

Give them the good stuff

Give customers the most relevant answers and information—automatically and in context—for a faster self-service experience.
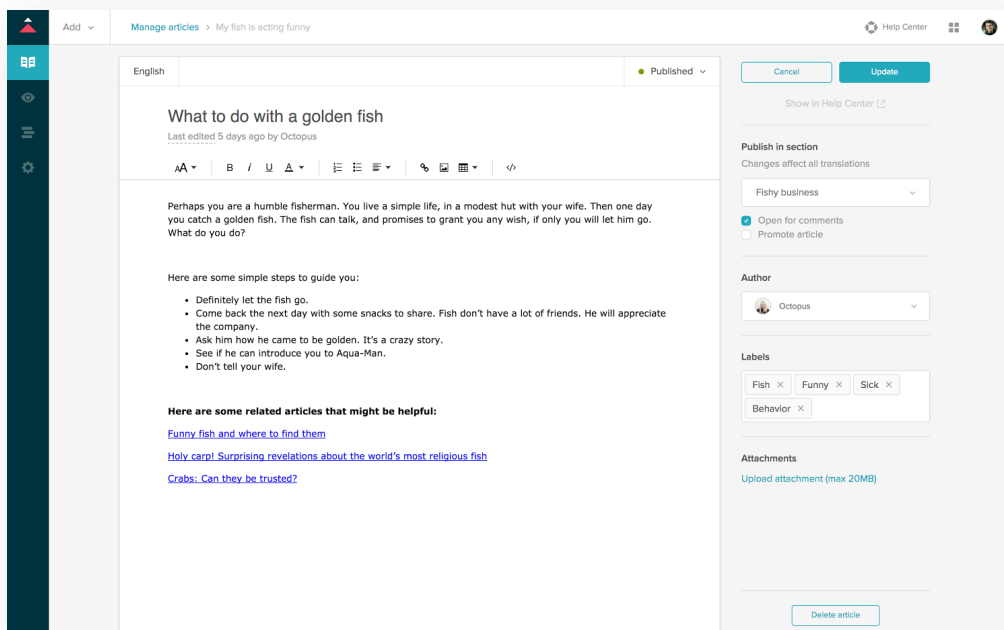
Be better with bots

AI powered Answer Bot can resolve high frequency, low-touch tickets by sending customers relevant articles while they wait for an agent.

Grow what you know

Get started quickly, then measure and score the popularity and effectiveness of your content to see what needs work, and what you should write next.

89% of customers reduced average handle time by 50% or more with Guide.

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