# Supercharge Your Zendesk Help Center Experience with Paligo

Integrate Zendesk Knowledge and Paligo to simplify and scale your knowledge base by streamlining content authoring and publishing processes.

Zendesk provides customer service solutions, including support ticket management and help centers. By integrating with the Paligo CCMS, Zendesk customers can support large-scale content authoring and more efficiently manage content across all support channels, by single-sourcing technical content.
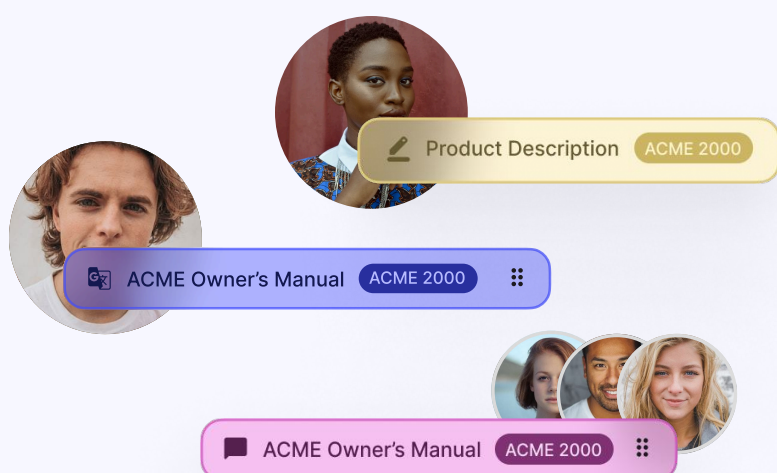
Benefits for Content Creators

Paligo offers the best-in-class Zendesk Knowledge integration for technical documentation. Collaborate on multi-brand content in an intuitive authoring environment built for content reuse. Streamlined workflows and flexible publishing ensure content is always up-to-date and accurate, everywhere.

Benefits for the Business

Deliver a high-quality, trustworthy brand experience. Efficiently publish support content to multiple brands and channels, providing consistent and up-to-date information to customers and support agents across solutions, in any language.
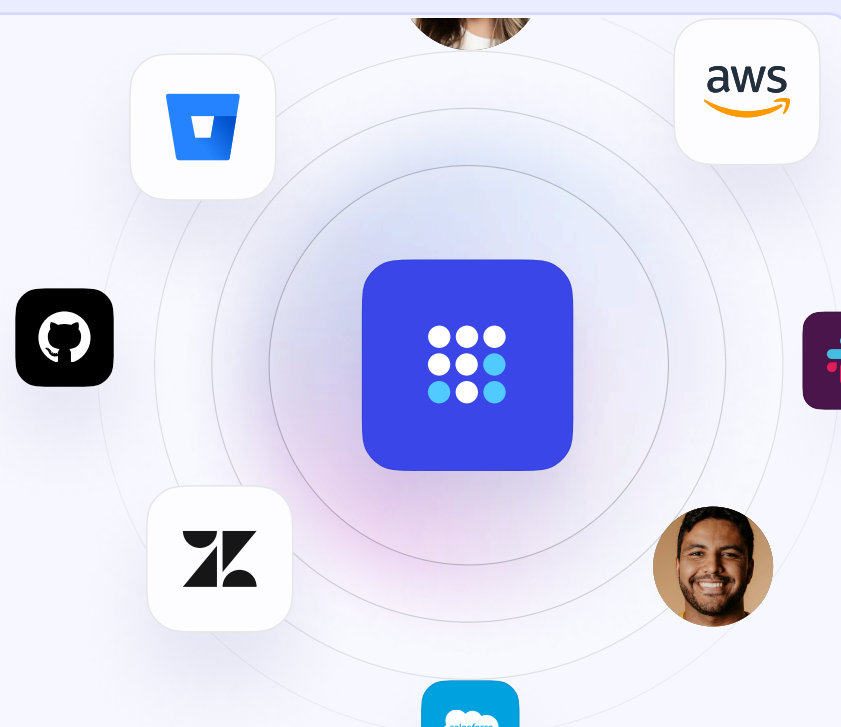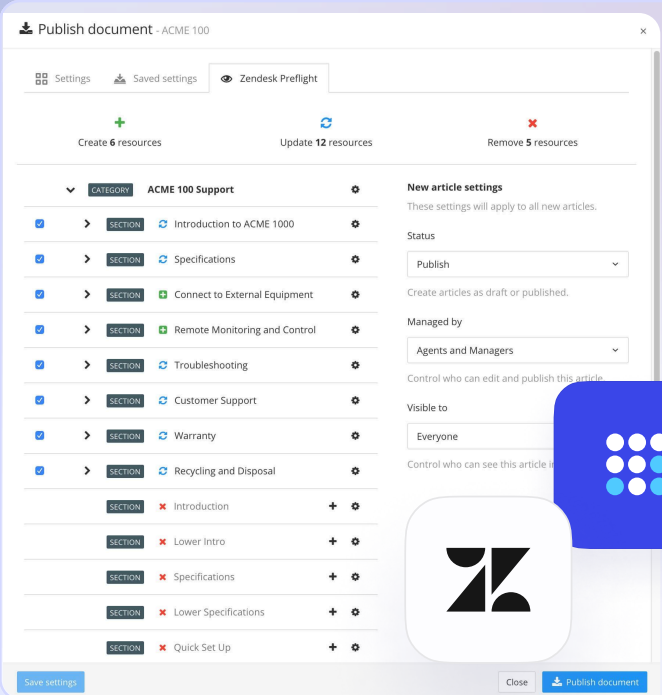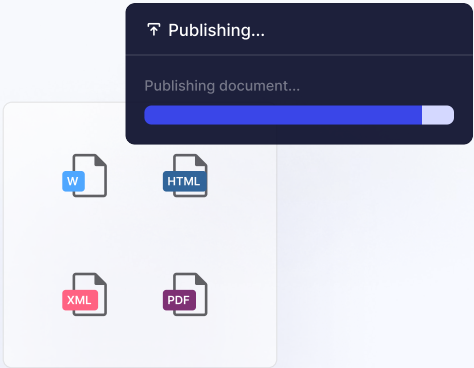
How it Works

Paligo publications and topics map to Zendesk Knowledge categories and sections using predefined Zendesk layouts.

Flexible Publishing Options

- Manage content for multiple brands or Zendesk sub-domains.
- Publish articles live or as drafts.
- Choose layouts that map to how content is presented in Zendesk.
- Publish a Glossary in addition to articles.

Advanced Options

- Use Preflight to apply advanced publishing settings such as labels and visibility.
- Set filters and variables for dynamic content, including audiences, and product names.
- Apply default styling using Javascript and CSS.
- Publish to multiple languages with built-in translation management.

If you are looking for a documentation tool that will produce both PDFs and online help (HTML5), with easy translation and integration with other systems such as Zendesk, then it's definitely worth trying Paligo.

Paligo Customer Review, G2

Reach out to learn how Paligo can help you deliver better Zendesk support experiences with consistent, scalable content.

Contact Paligo