

Help center answer brief (Template & Video Brief)

Answer one recurring support question and give a clear fallback when the steps do not work. Edit, copy or download this free template, with inputs, a story order and review points.

Help center answer brief

Purpose: Answer one recurring support question and give a clear fallback when the steps do not work.

User question in their words: [Add your own information]

Applicable version and account type: [Add your own information]

Prerequisites: [Add your own information]

Resolution steps: [Add your own information]

How to confirm success: [Add your own information]

Failure or exception path: [Add your own information]

Support article link: [Add your own information]

Story order: Restate the question, check prerequisites, explain the solution and finish with the success check and support route.

Review: Choose one 60-120 second answer. Use actual screenshots or screen capture for precise interface instructions and keep the text article updated.

For a video (if needed): target duration, narration language, required visuals and one next action. Confirm scope and quote before production.

Turn your PDF, PPTX pitch deck, or brief into a 30-180s narrated business video

Upload slides or documents at Axiom Lab for free material analysis before production:

- > Edit or copy this template online: <https://axiomlab.online/templates/help-center-answer>
- > Watch the complete 74s demonstration film: <https://axiomlab.online/examples/pitch-deck-demo>
- > Turn your PDF or PPTX deck into a video: <https://axiomlab.online/pitch-deck-to-video>
- > Rehearse with the free script timer: <https://axiomlab.online/tools/script-timer>