

Basic terminology

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Basic terminology

The application uses distinct terms for project settings, document records, queues, threads, and replies.

What these terms mean

The three application surfaces are Project, Document, and Desk. A Project surface contains the identity, repository, and documentation-generation settings for a project. A Document record is the reader-facing page for a document's content, metadata, and available viewer actions. Desk is the workspace for sorting support threads into queues, opening a thread, and composing a reply or internal note.

If you need to...	Go to
Understand project identity, repository, and documentation-generation settings	Understand project terms
Read or act on a document record	Understand document terms
Work with queues, threads, and replies	Understand Desk terms
Move between the application's main destinations	Navigation basics
Understand the project workspace	Projects overview
Manage project settings	Manage project settings
Organize and open documents	Documents overview
Create or edit a document	Create and edit a document

If you need to...	Go to
Understand the Desk surface	Desk overview
Work from Desk	Work from Desk
Review Desk states and actions	Desk states and actions

Before you look up a term

Use the surface name as your first clue when you look up a term. Identify whether your work concerns project settings, a document record, or a support thread before choosing a terminology group.

Find the relevant surface

Use this procedure when you know the work you need to do but are unsure which terminology group applies.

Prerequisites

- Know whether you are working with project settings, a document record, or a support thread.

Steps

1. Choose the matching destination from the table below.

If you are working with...	Continue to...
Project identity, repository, or documentation-generation settings	Understand project terms
A document's content or viewer actions	Understand document terms
Queues, threads, replies, or Desk statuses	Understand Desk terms

2. Open the matching destination from the application's navigation.

If you chose...	Open...
Project or Document	The record from its application destination
Desk	the Desk workspace

Result: You are using the terminology group for the surface you need to understand.

Understand project terms

The **Project Name**, **Description**, and **Slug** identify the project. **Repository URL** and **Default Branch** identify the source location and branch used for documentation work.

Label	What it identifies
Project Name	The project's displayed name
Description	The project's descriptive text
Slug	The URL-friendly identifier for the project
Repository URL	The project repository
Default Branch	The branch used for documentation generation
Let documentation create records in this application	Whether documentation may create records in the application

The **Manual Style** choice has four options:

If you want the documentation style named...	Select
Enterprise	Enterprise
Mid-market	Mid-market
Corporate	Corporate
SaaS	SaaS

Project settings appear when the Settings tab is active. The project surface can also show the following status messages:

Situation	Message
The project is loading	Loading project...
The project cannot be loaded	Project failed to load.
The project record is absent	Project not found
The latest project change is saved	Saved
A project change is being saved	Saving...
Changes are waiting to be saved	Unsaved changes

Understand document terms

The Document record page presents the document viewer rather than input fields. Use the document editing page when you need to change the document.

Action	What it does
Copy link	Copies the current document URL
Print	Opens the browser print flow
Edit	Opens the document editing route

When the document contains headings, the viewer includes a table of contents. The viewer can show these loading and error messages:

Situation	Message
The document is loading	Loading document...
The document cannot be loaded	Document failed to load.
The document record is absent	Document not found

Continue with [Documents overview](#) to learn how documents are organized, or use [Create and edit a document](#) when your task is to change a document.

Understand Desk terms

The queue labels are **Needs first response**, **Needs next response**, **Investigating**, **Waiting for customer**, **Paused for later**, and **Done today**. The view labels are **Triage**, **Your threads**, and **Unassigned**.

If you need to...	Use
Find threads waiting for an initial reply	Needs first response
Find threads waiting for another reply	Needs next response
Review active investigation work	Investigating
Review threads waiting for the customer	Waiting for customer
Review threads paused for later	Paused for later

If you need to...	Use
Review threads completed today	Done today
Review the triage view	Triage
Review your threads	Your threads
Review threads without an assignee	Unassigned

Within a thread, **Draft with AI** creates a draft from a knowledge-gap card. The composer uses

Internal note for team-only notes, **Attach** for attachments, **Preview** for a customer-view

preview, **Send** for a reply, and **Send & done** for a reply that also completes the thread.

Situation	What appears
A knowledge gap is available in the applicable queue	Draft with AI
The composer is in team-only mode	Internal note
Attachments are unavailable	Attach is disabled
A reply has text to preview	Preview
A reply is ready to send	Send and Send & done
The selected queue has no threads or knowledge gaps	Nothing here and This queue is clear.
A queue has no threads but new work can arrive	New threads land in Triage and Needs first response.
No thread is open	No thread open
The open thread has no reporter email outside internal-note mode	No email on file – the customer can only see this on their tracking page.

The knowledge-gap cards appear in **Triage** or **Needs first response** when gap data exists. The

no-email warning appears when the open thread has no reporter email and the composer is not in internal-note mode.

Continue with [Desk overview](#) for the Desk surface, [Work from Desk](#) for the working procedure, or [Desk states and actions](#) for status

transitions.