



< >

Creating a new Knowledge Base article

[Desktop]

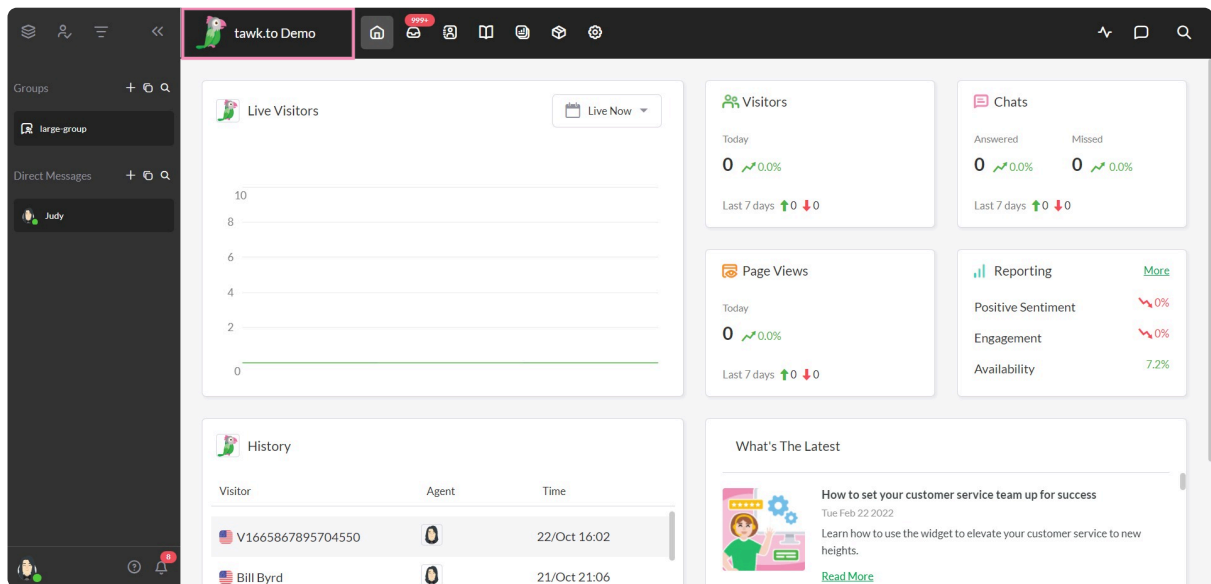
Adding articles to your knowledge base makes it easy for customers and agents to find answers fast. You can even feature an article in your widget so visitors never have to leave your page.

NOTE: The instructions below can only be completed from a browser or the tawk.to desktop apps. They cannot be completed in the tawk.to mobile app.

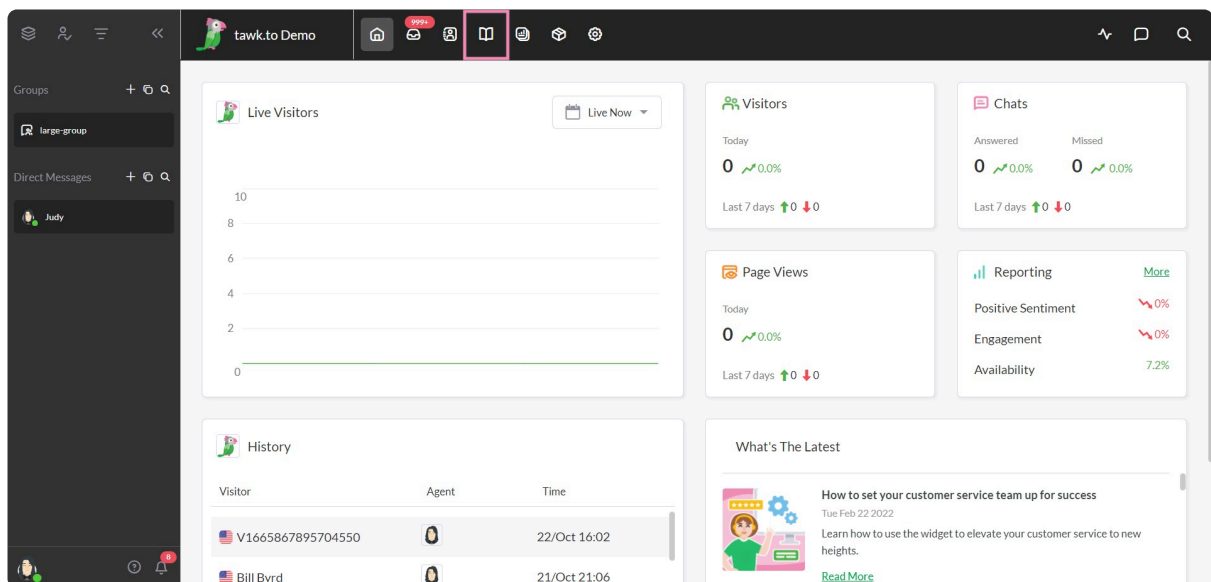
Here's how to start adding articles to your knowledge base:

Log in to your [tawk.to](#) account.

If you have multiple properties, check to make sure you're viewing the correct one. Hover over the current property name in the upper-left menu to select a new property from the list.

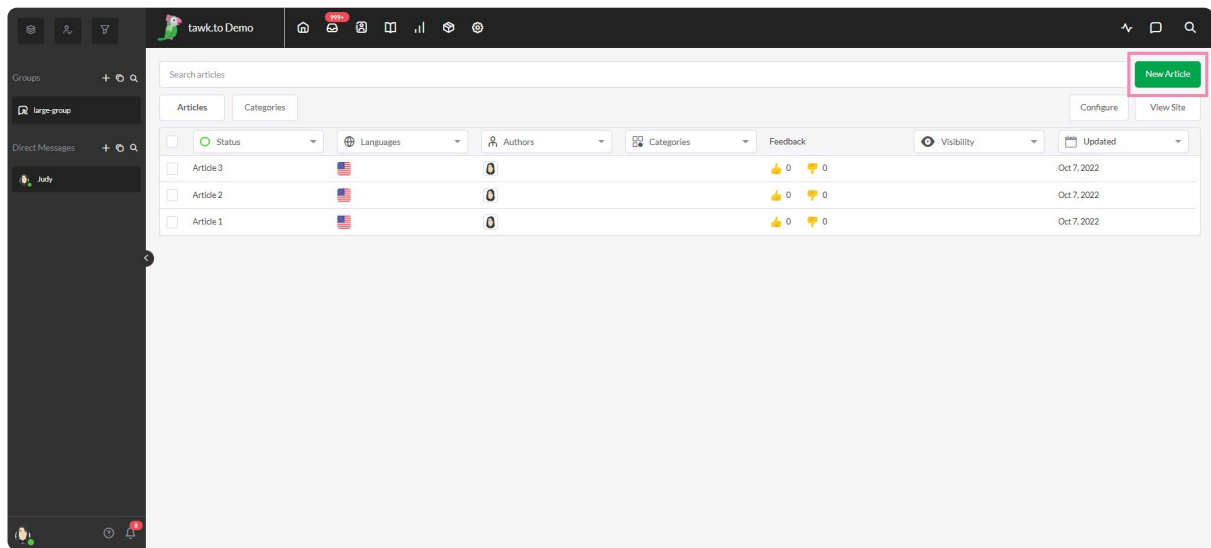


Then, select the **Knowledge Base** (book) icon in the upper tab menu.

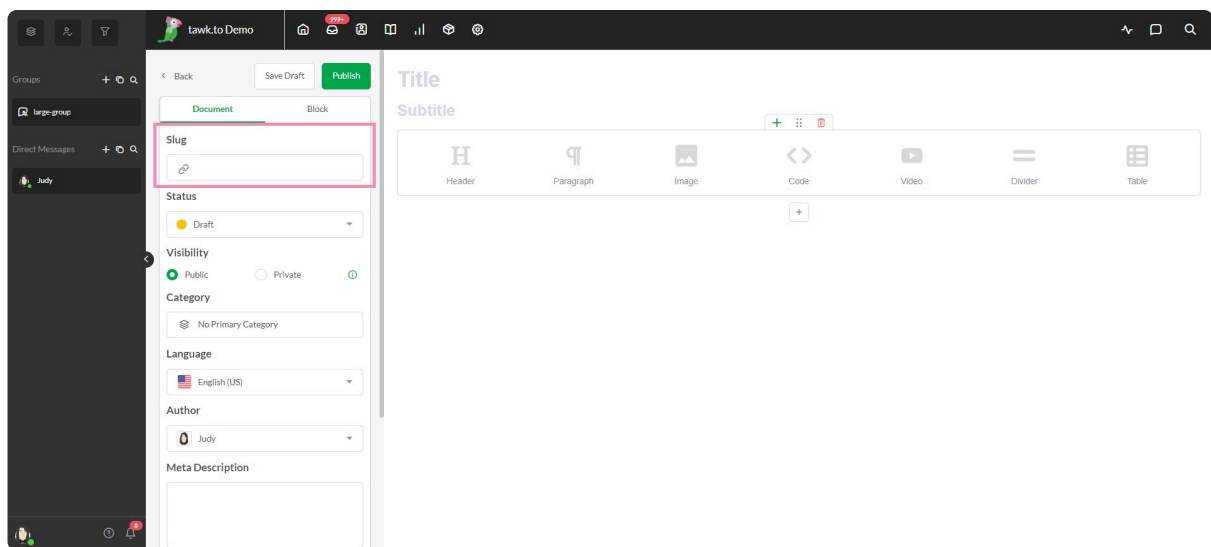


From here, you'll be able to see every previously created knowledge base entry.

It may look a little empty for now, but you'll find yourself filling it up in no time. Click the green **New Article** button in the upper-right corner to get started. For now, we'll focus on the document settings on the left.

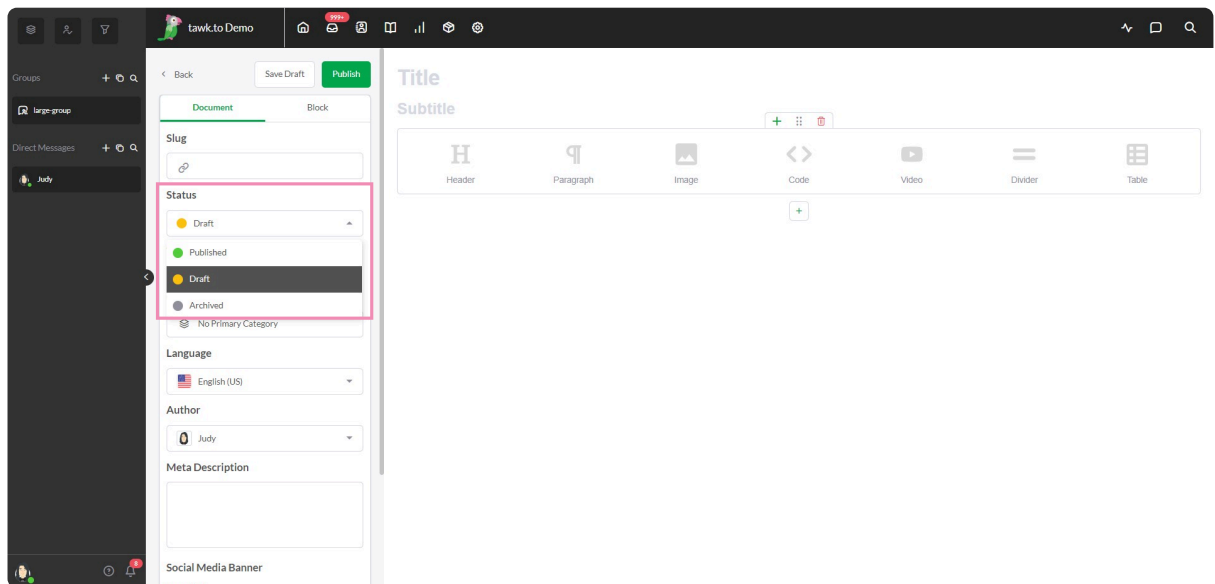


Slug



The **Slug** controls the final portion of the URL. Unless you have a specific reason to change this, it's best to leave it blank. Once you save a draft or publish the article, the slug will automatically be generated based on the title of the article. This keeps things simple and helps with search engine optimization.

Status

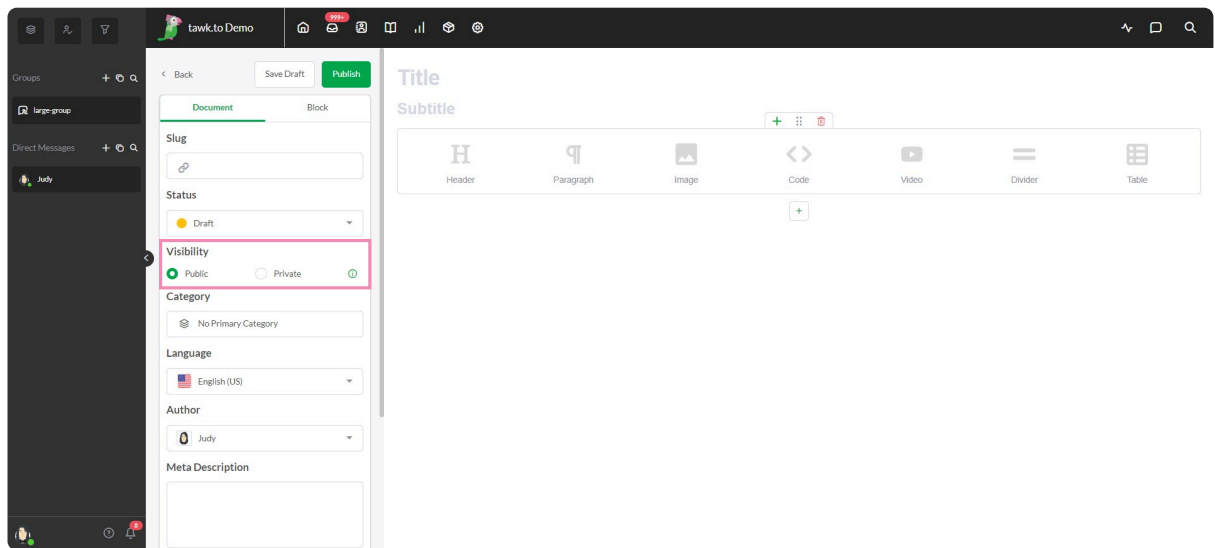


Underneath the Slug, you can change the **Status** of the article. A **Draft** is only viewable by you or a team member with access to the dashboard of the **Property** for which you're creating the draft. If you want to have a quick look to see how the article will appear once it's published without your customers being able to see it, look for the **Preview** function at the top of the menu next to the **Save Draft** button.

Once you're happy with how it looks, change the status to **Published** to make it available for any visitors on your site. You can still make changes to the article once it's published by updating it and saving the changes within the dashboard.

If an article is no longer relevant and you want to stop your customers from seeing it after it's been published, you can either change the status to **Archived** or hit the permanent **Delete Article** button at the bottom of the document summary.

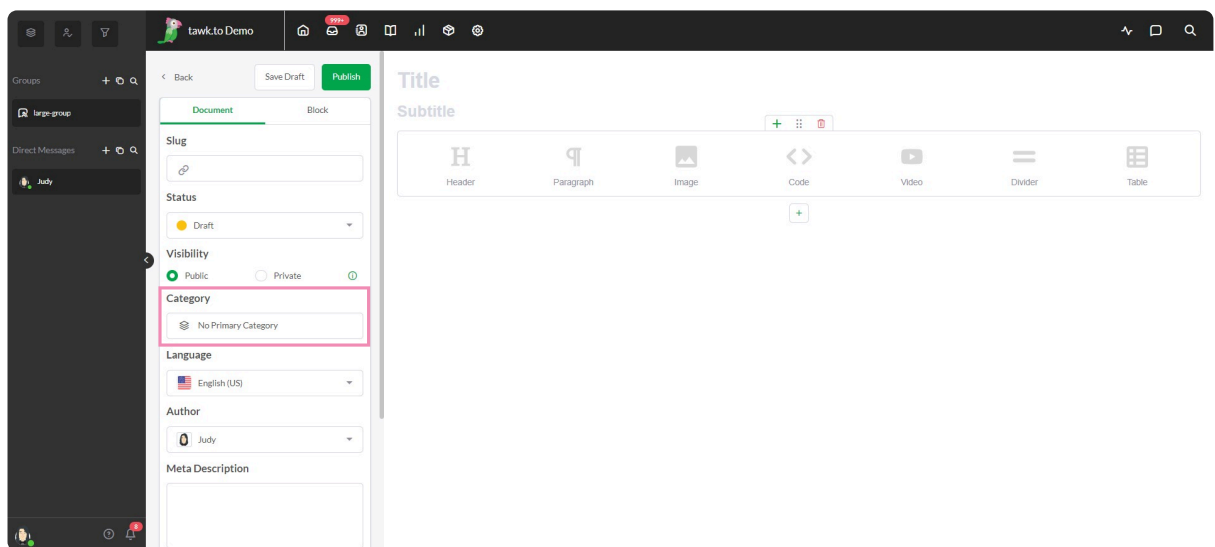
Visibility



Public articles will be displayed in your knowledge base. These are available to anyone with access to the URL. This is the best space for tutorials, frequently asked questions, advanced tips, guides, or any knowledge base article created for helping your customers. Once an article is published, it will be indexed by Google.

Private articles are only visible by your team within tawk.to apps when signed in to the property associated with the article. This setting can be useful for keeping track of policies and procedures specifically for your team and is a great way for team members to access information.

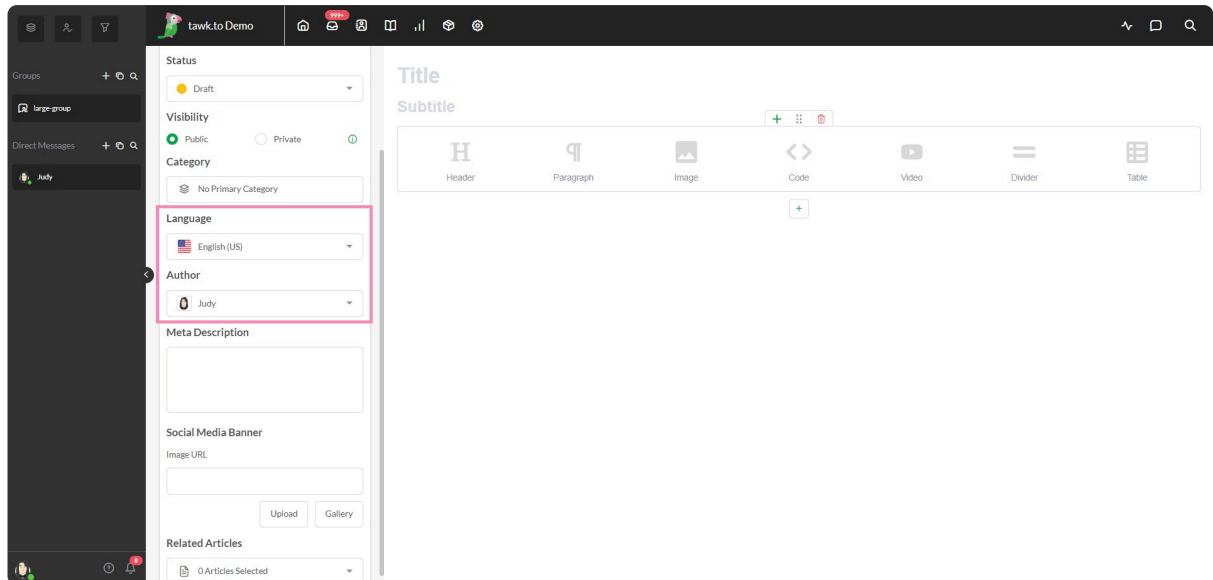
Category



Next, you'll want to select a **Category**. Setting up your categories right makes it easier for your visitors to find the information they're looking for.

You can select multiple categories per article. The one with the green flag will be the **Primary Category**. When you're done assigning categories, hit the green plus sign at the top to save your selections.

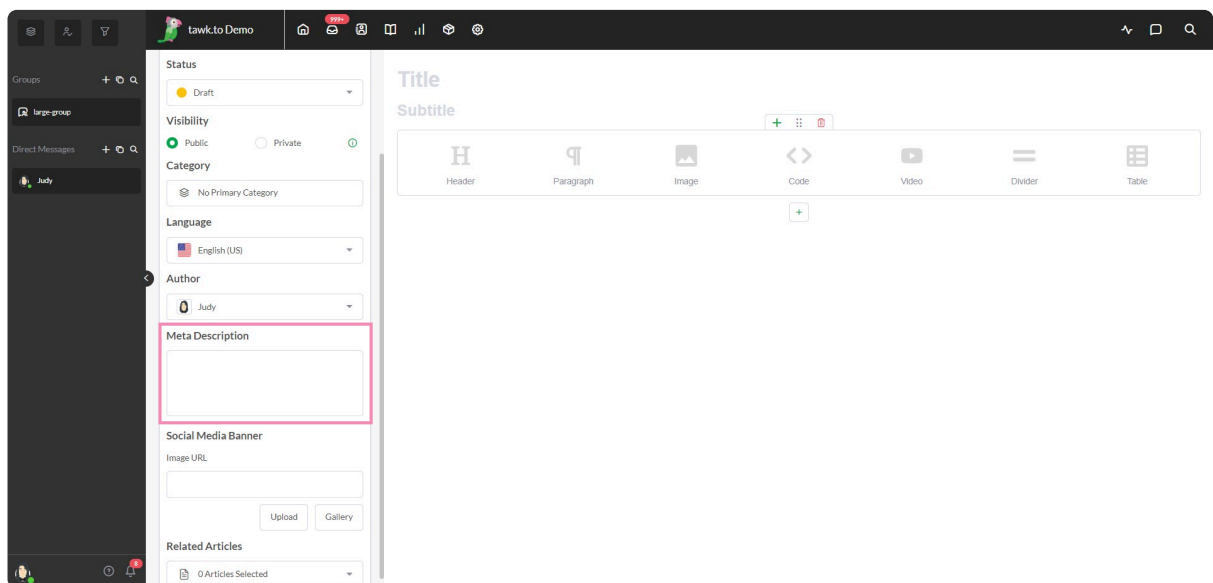
Language and Author



The screenshot shows the article editor interface. On the left is a sidebar with navigation options: Groups, Direct Messages, and a user profile for Judy. The main panel is divided into a left sidebar for metadata and a right area for content. The metadata sidebar includes fields for Status (Draft), Visibility (Public/Private), Category (No Primary Category), Language (English (US)), Author (Judy), Meta Description, Social Media Banner (Image URL, Upload, Gallery), and Related Articles (0 Articles Selected). The Language and Author fields are highlighted with a pink box. The right panel shows a title/subtitle area and a rich text editor with icons for Header, Paragraph, Image, Code, Video, Divider, and Table.

The next drop-down box allows you to choose from one of the supported languages. Right under that, you can select who will appear as the author of the article.

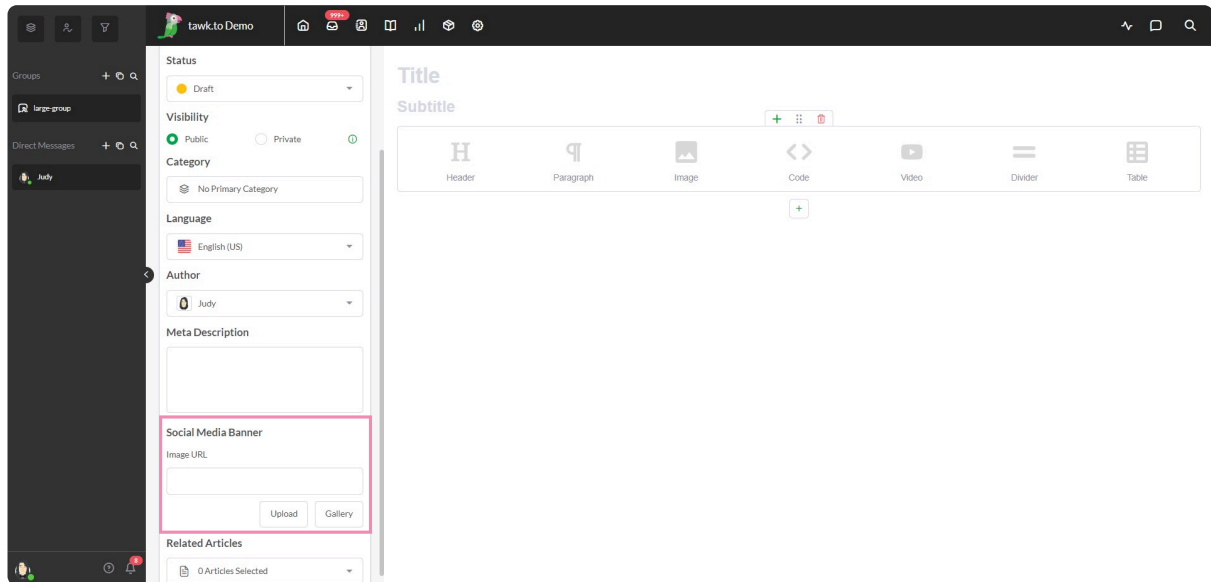
Meta Description



This screenshot is identical to the previous one, showing the article editor interface. In this view, the Meta Description field in the metadata sidebar is highlighted with a pink box. The rest of the interface, including the sidebar, metadata fields, and the rich text editor, remains the same.

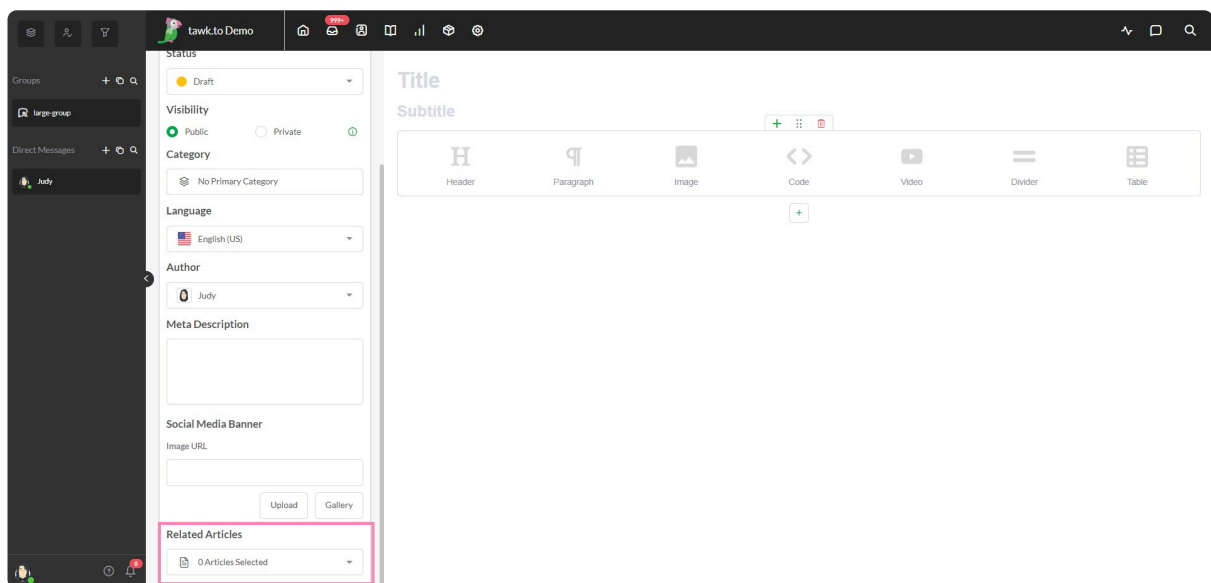
The **Meta Description** is a 155-160 character meta tag that provides a summary of your article. Search engines often show it in search results to give a preview of the content on a page.

Social Media Banner



The **Social Media Banner** is the image people see when the article is shared on Facebook, Twitter, LinkedIn and other social media sites.

Related Articles

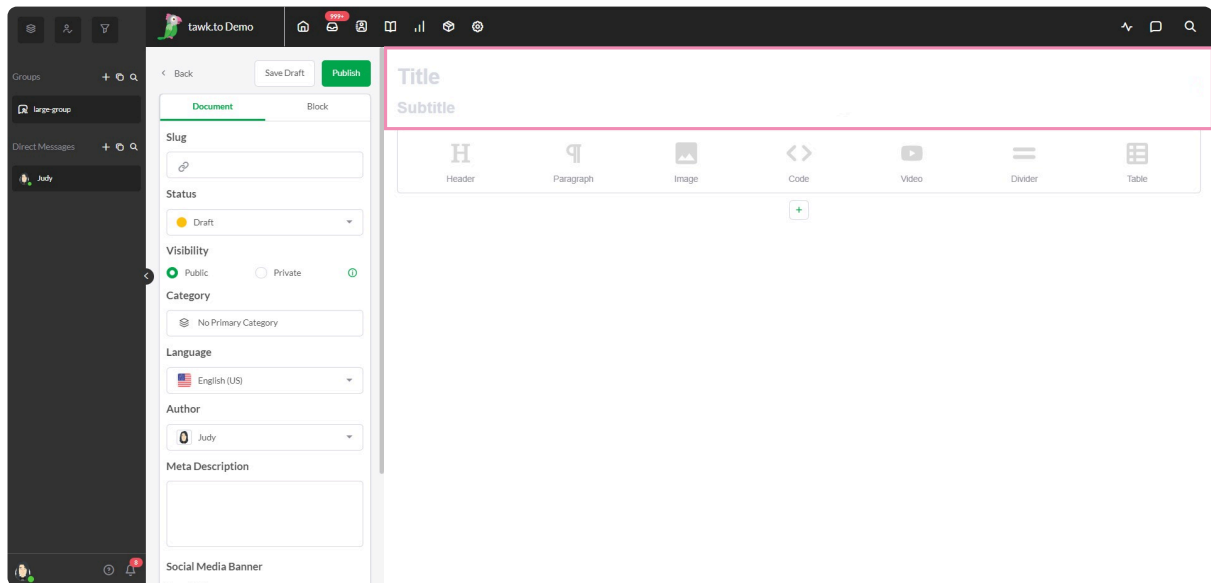


Your final decision in this document section is to choose articles as a follow-up to this one. Any **Related Articles** you add will appear below the

published article as suggestions for further reading.

That's it for the document settings. Now, we'll move over to the right side, where we'll add the actual content of the article and make changes to individual blocks.

Title and Subtitle



Every article needs a title and you won't be able to save a draft without one. If you've left the **Slug** blank in the left menu, the title will be used to generate a new one once you've saved the draft or published the article.

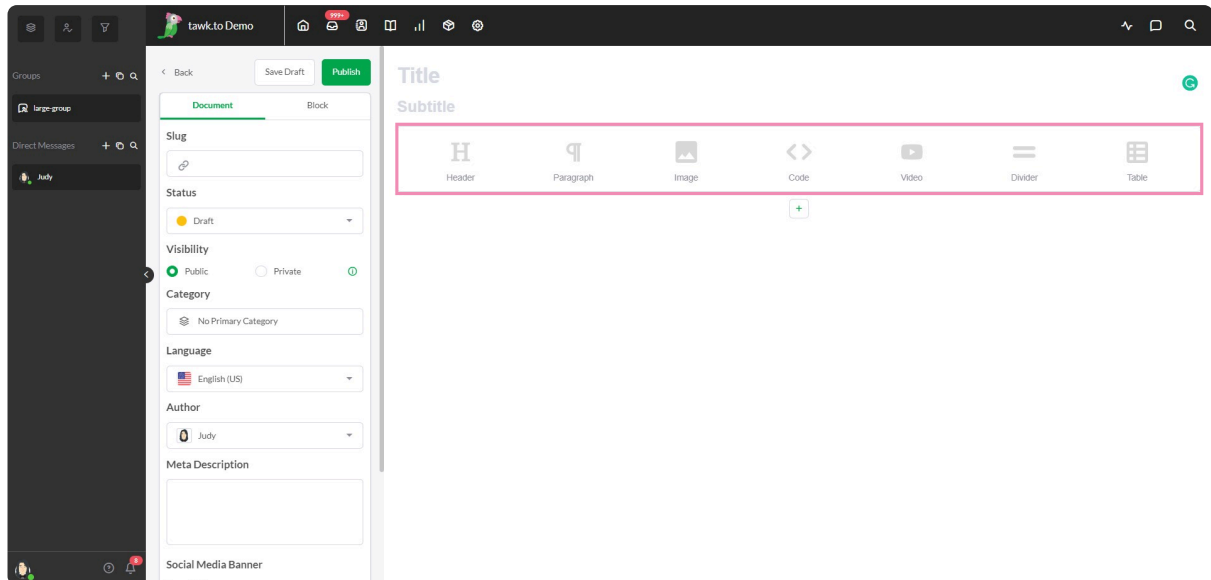
Titles are super important around the internet and not just because they let readers know what to expect from your articles. Titles also play a big role in search engine optimization, governing how close to the top of the results pages your site will appear when someone looks for it on Google and other search engines.

Once you've got yourself a snazzy title you're happy with, it's time to decide if you'll be using a subtitle. The subtitle is optional and can be helpful for giving the reader another chance to get a sense of why they should commit to reading the article.

When your **Knowledge Base** article is published, you'll notice that the title and subtitle appear at the top followed by the author's name and when it

was last updated. These items always appear first. Everything else you add to the article from this point on can be moved to appear in any order you like.

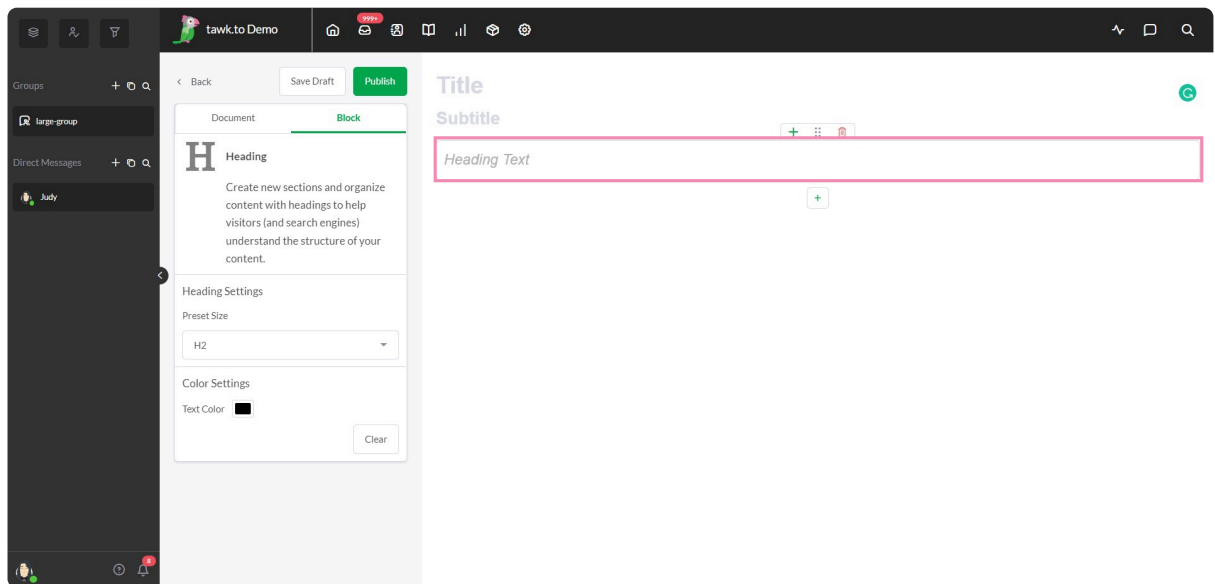
Blocks



Just under the subtitle, an empty block is ready to be formatted. Before we dive into how to customize your blocks with the seven formatting options, have a quick look at the buttons above and below the current block. Clicking a green **plus** sign adds a new block either above or below the current block. Each group of six dots allows you to drag and reposition a block. Click the red trash can to permanently delete a block.

Blocks can be added, moved or removed at any time. Think of them as being like paragraphs in a book or separate posts in a social media timeline, except you control the order of their appearance. Each block you create opens up a new settings panel on the left to help you adjust the block to your needs.

Header

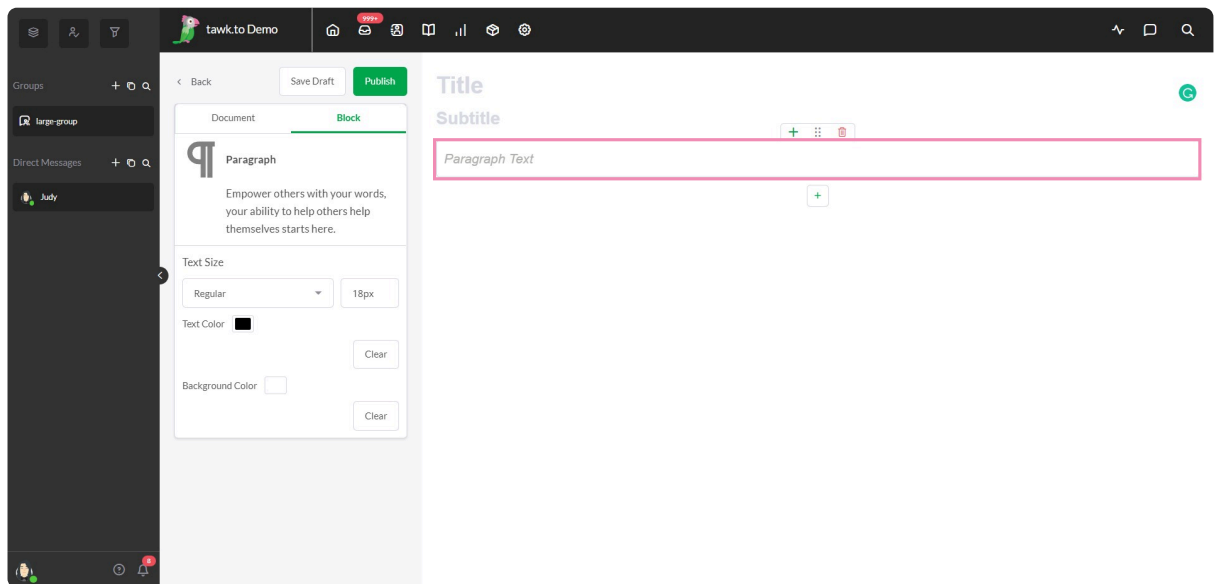


Starting from the left, the first option is the **Header**. You may not want to add one of these so soon after creating your title and subtitle. However, adding headings to break up longer articles makes your article easier to read and allows readers to find what they're looking for more quickly.

Adding structure increases the likelihood of readers making it to the end and keeps search engines happy by making it easier for them to figure things out. You can change the size and color in the block settings on the left to suit the style you're going for. However, keep in mind that the size of the headings passes your formatting information on to search engines.

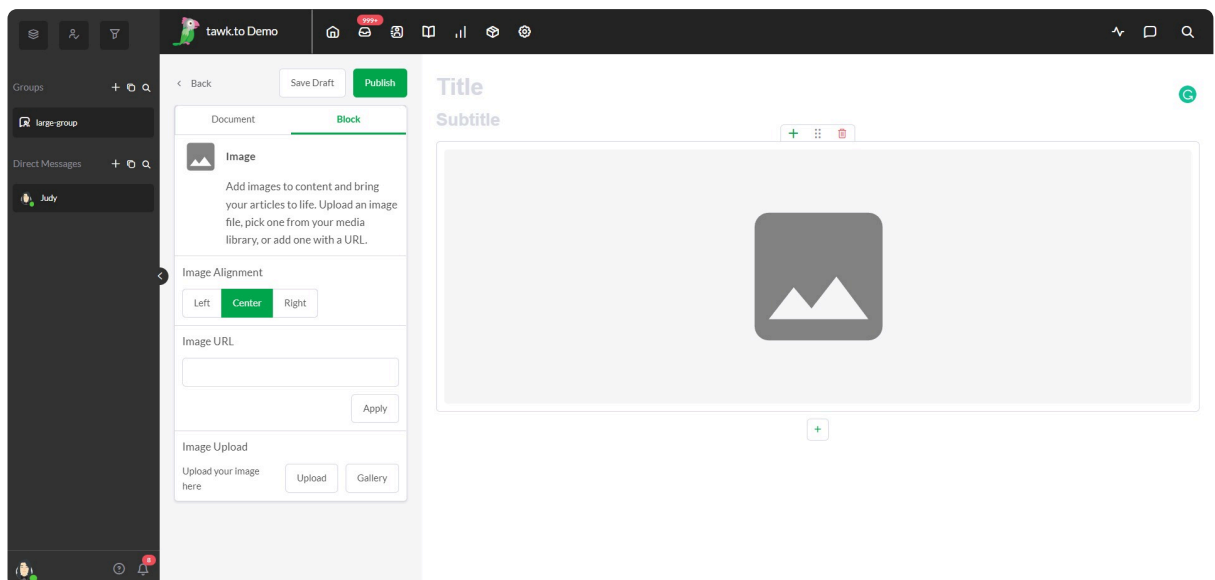
You'll notice there is no H1 because that's reserved for the title of the article. The lower the number, the more important the heading is to a search engine. Try to nest your headings together with smaller text sizes (and higher numbers) appearing as subheadings to introduce subsections.

Paragraph



The **Paragraph** option allows you to enter text and is likely the most common block you'll be using. No need for a lot of bells and whistles here. Other than the options presented in the block settings on the left, this one is pretty straightforward. If you want to customize your paragraphs, you can change the size and color or even the background color of your text if you're going for a specific look with your knowledge base articles.

Image

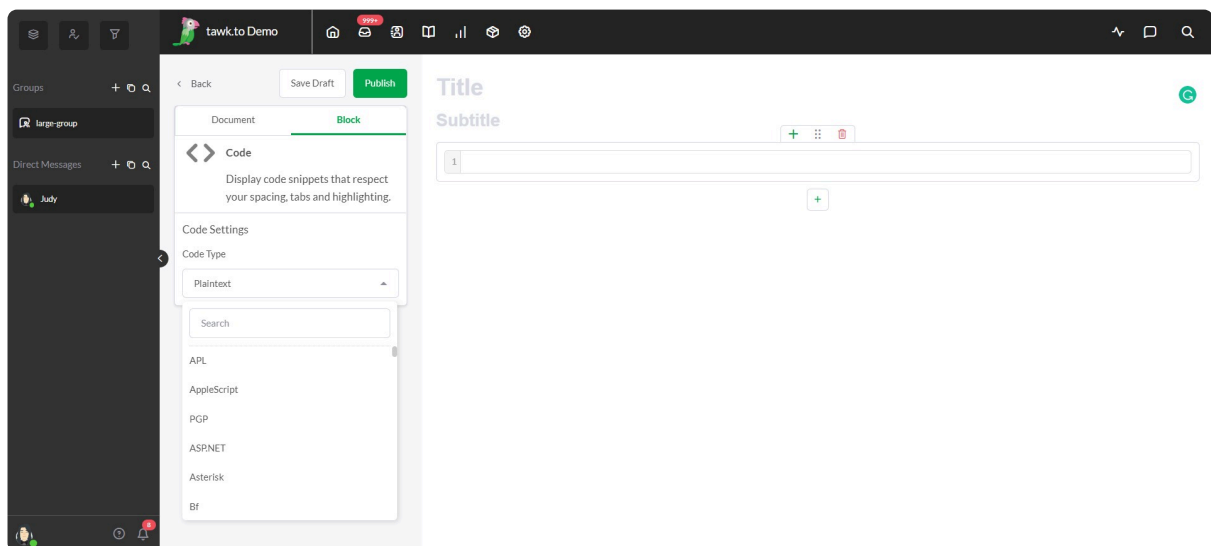


Adding **Images** to articles helps a lot with readability. While it's great to explain with text, adding an image that shows visually what you're explaining should always be an option. In the block settings on the left, you can set how you want your images to appear on the page: on the left, centered or on the right.

This choice comes down to style and personal preference. As with all choices related to style, it's best to make a choice and stick to it. Keeping your visuals uniform across multiple pages makes for easier reading, as viewers will come to expect a certain format.

To attach your images, you have two choices: either include the URL of the image from another location on the internet or upload one you've got ready to go from your computer. Once again, it's best to keep things consistent, so make an effort to keep your images close to the same size and quality for easier reading.

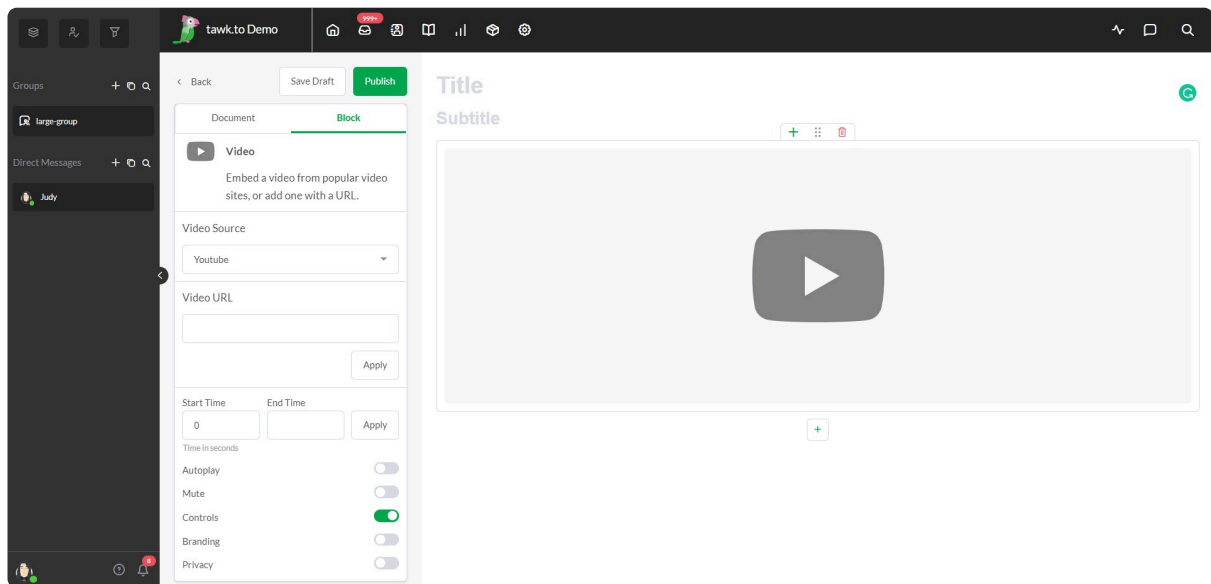
Code



If you want to share snippets of code and include the formatting, the **Code** block is what you want. In the block settings on the left, you can select the type of code you're using from a list in the dropdown menu.

Please note that while code blocks allow you to format code for display, they can not be used to embed HTML

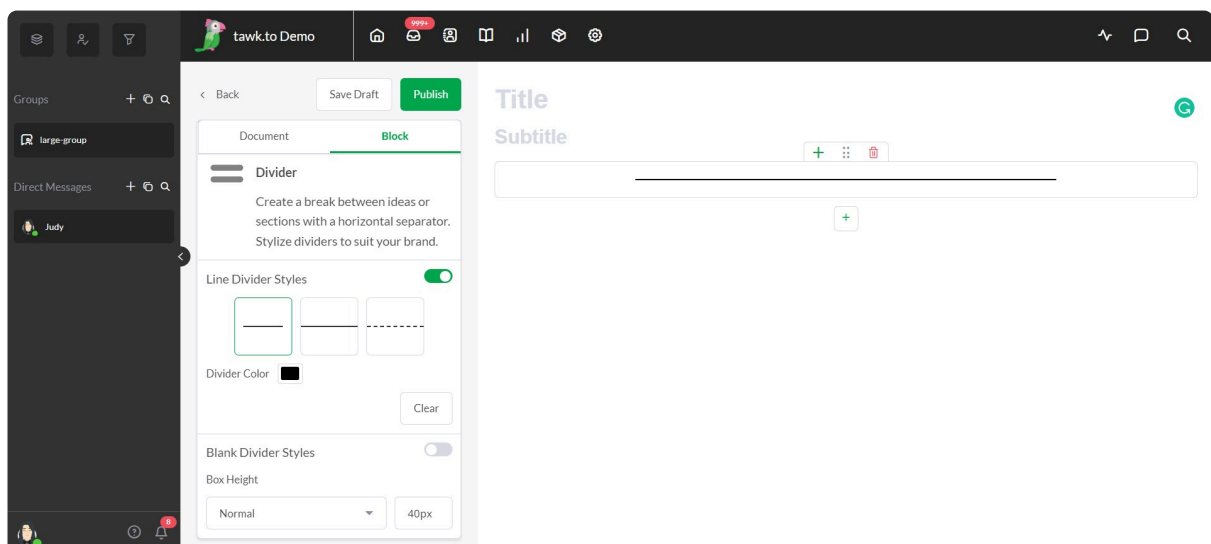
Video



Videos make your content and the world just a little bit better and there are a few options to choose from when adding a video to a knowledge base article. First, you need to select a **Video Source**. YouTube, Vimeo, and Dailymotion are popular hosting sites. Each gives you different options and controls depending on your source. Or, if you aren't using one of these platforms, you can select the self-hosted option.

Once you've got the correct video platform selected, add the **URL** for the video and make any adjustments you feel necessary in the area below. How the video appears and how it plays for visitors can be tweaked here if you want to dig in and make some changes without altering the original video.

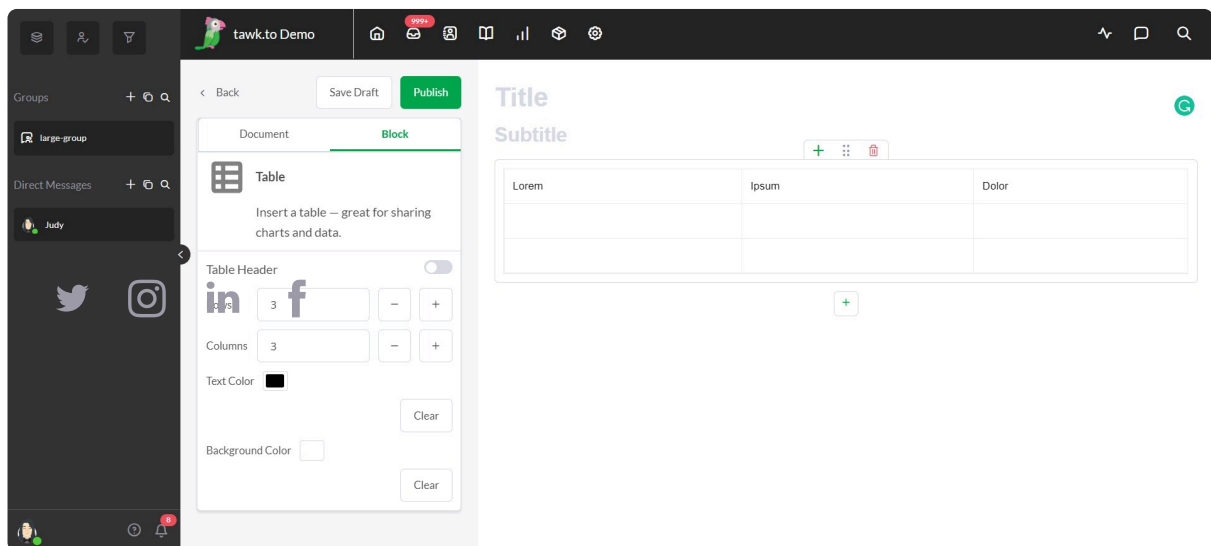
Divider



The **Divider** block gives you two options for breaking up content in your knowledge base article and controlling the space between blocks. Choose from three styles for the visible line divider. Then pick a color that works for you or make the divider invisible.

Changing the height of a divider will increase or reduce the space between other blocks. If you're not sure how big it needs to be or how it will look, hit the save draft button and then click **Preview** right next to it. You'll see a temporary version as it would appear if published with your current changes.

Table



The final option allows you to insert tables into your articles. Other than adding text into the **Table** block, all formatting options will again be in the block settings panel on the left. First, choose the number of rows and columns. Then, if you really want it to pop, try playing with the text and background color.

Publish

That wraps up all of the block options. Once you have all of your content in place and you're happy with how it fits together, click the **Publish** button to save your changes and make your article available for all to see.

Need help? Reach out to our support team or [schedule a call](#).

Was this article helpful?



97 out of 130 liked this article

Still need help? [Message Us](#)

Related Articles

People also read

**What is the
Knowledge
Base?**

People also read

**Creating Knowledge
Base categories**

People also read

**Setting up
your
Knowledge**



< >

Creating Knowledge Base categories

[Desktop]

Setting up Categories allows you to group articles by topic in the **Knowledge Base**, so it's easier for visitors to find the answers they need.

NOTE: The instructions below can only be completed from a browser or the [tawk.to](#) desktop apps. They cannot be completed in the [tawk.to](#) mobile app.

Here's how to create a new category in your Knowledge Base:

If you have multiple properties, check to make sure you're viewing the correct one. Hover over the current property name in the upper-left menu to select a new property from the list.

Select the **Knowledge Base (book icon)** in the upper tab menu of the dashboard.

Creating Private Knowledge Base articles and categories



< >

Customizing the Submit Ticket feature in your knowledge base

[Desktop]

With the **Submit Ticket** feature, you can allow visitors to submit a question or raise a ticket from a customizable pop-up form on your knowledge base.

The message will be sent to you and your team via email and will also appear in the [tawk.to](#) Inbox. You can choose to respond by email or from your [tawk.to](#) dashboard, where you can use shortcuts.

NOTE: The instructions below can only be completed from a browser or the [tawk.to](#) desktop apps. They cannot be completed in the [tawk.to](#) mobile app.

Here's how to activate your **Submit Ticket** form:

If you have multiple properties, check to make sure you're viewing the correct one. Hover over the current property name in the upper-left menu to select a new property from the list.



< >

Setting up your Knowledge Base

[Desktop]

Here's how to set up your knowledge base and create a dedicated space for your customers to find the answers they're looking for.

First, log in to your [tawk.to](#) account. If you have multiple properties, check to make sure you're viewing the correct one. Hover over the current property name in the upper-left menu to select a new property from the list.

NOTE: The instructions below can only be completed from a browser or the tawk.to desktop apps. They cannot be completed in the tawk.to mobile app.

Select the **Knowledge Base** (book) icon in the upper tab menu.

If you want to configure a knowledge base you've already created, select **Configure** in the upper-right corner of the panel.



Search for answers



[All Categories](#) > [Knowledge Base](#) > What is the Knowledge Base?

< >

What is the Knowledge Base?

The **Knowledge Base** is a place where visitors and agents can quickly and easily gather and share information. You can include tutorials, frequently asked questions, policies, procedures, advanced tips and guides. Whatever you use it for, it's super easy to add to, publish and update. And if you're wondering what it looks like, well, you're looking at it. In fact, this explanation of the **Knowledge Base** was published using the **Knowledge Base**. That's right, the entire tawk.to help center was created using the Knowledge Base.

While having a central place to keep information is handy, the major benefit of using the **Knowledge Base** is how easy it is to navigate. Articles can be organized into categories. Related articles can be offered up to the reader for more information if they want to dive even deeper. And if your reader is looking for something specific and not sure where to start, the search bar at the top has got you covered.

Add text, images, and videos — anything you want to share. If you're covering all the bases with in-depth tutorials, you can add an instructional video and include a step-by-step text explanation for those who want to skim ahead or won't sit through a whole video. Once an article is published, it will also be indexed by Google.

What is the Purpose of the Primary Category in the Knowledge Base?

What is the Purpose of the Primary Category in the Knowledge Base?



< >

How to change the order of articles in the Knowledge Base

[Desktop]

As your customers ask questions and look for support, adding new articles to your knowledge base makes it easy to find the answers.

By default, the articles are arranged in the order you add them. The article most recently edited or added will appear last in its primary category.

By customizing the order, you can present your articles in the correct sequence for completing a task or simply make it easier for your customers and team to find the most frequently requested articles.

NOTE: The instructions below can only be completed from a browser or the tawk.to desktop apps. They cannot be completed in the tawk.to mobile app.

First, if you have multiple properties, check to make sure you're viewing the correct one. Hover over the current property name in the upper-left menu to select a new property from the list.



< >

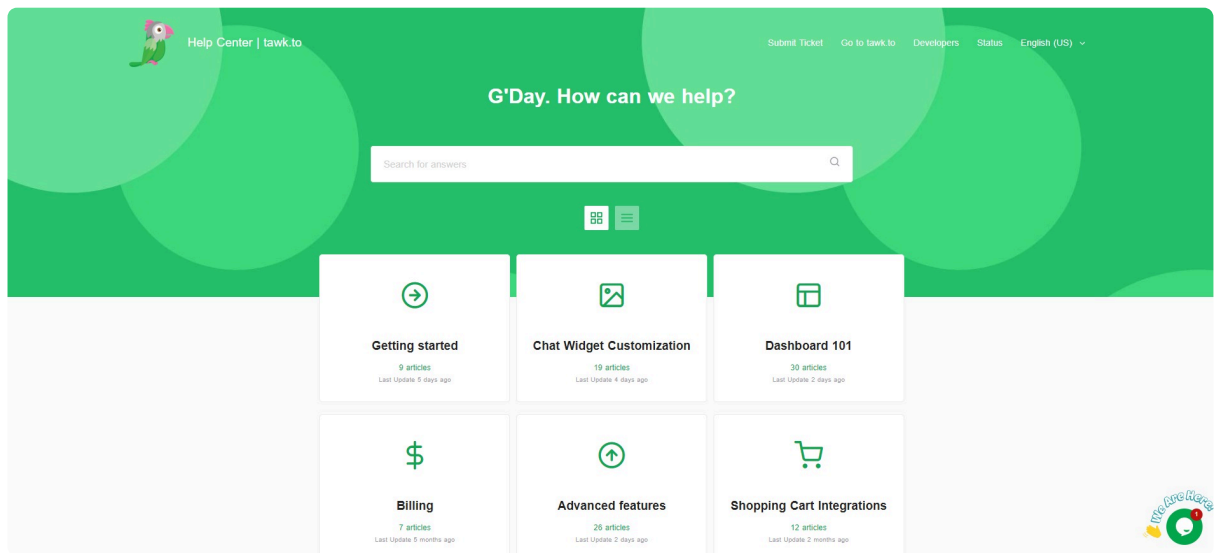
How to change the order of categories in the Knowledge Base

[Desktop]

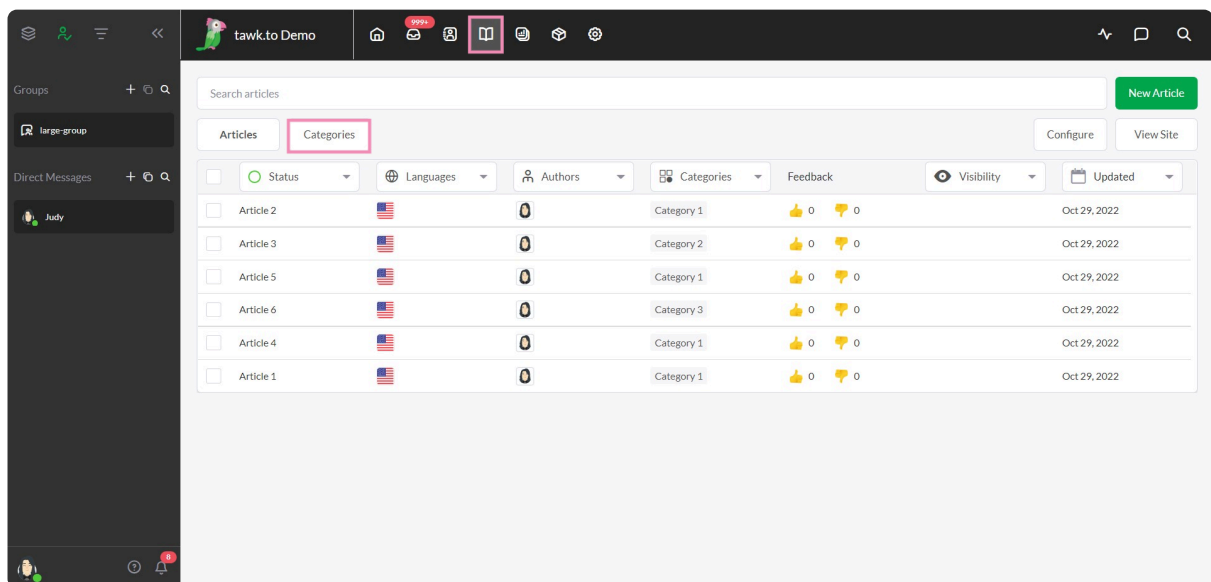
Organizing your knowledge base articles into categories keeps posts grouped together and makes them easier to find. By default, they're arranged in the order they were added with the oldest at the top.

Changing the order allows you to customize the front page of your knowledge base so the most important categories appear at the top of the page.

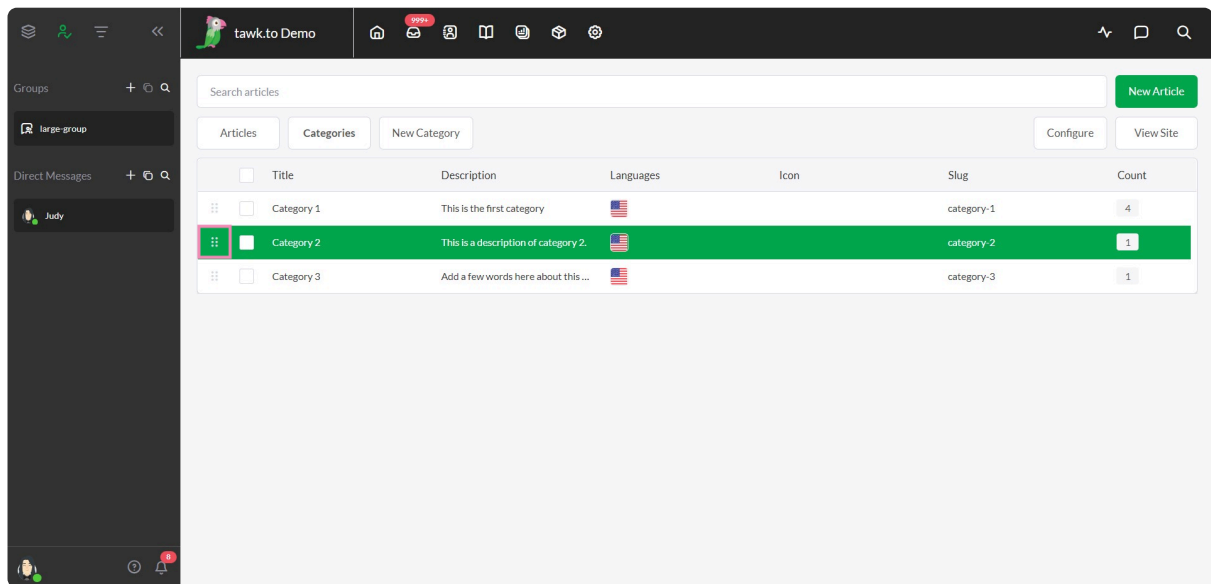
NOTE: The instructions below can only be completed from a browser or the tawk.to desktop apps. They cannot be completed in the tawk.to mobile app.



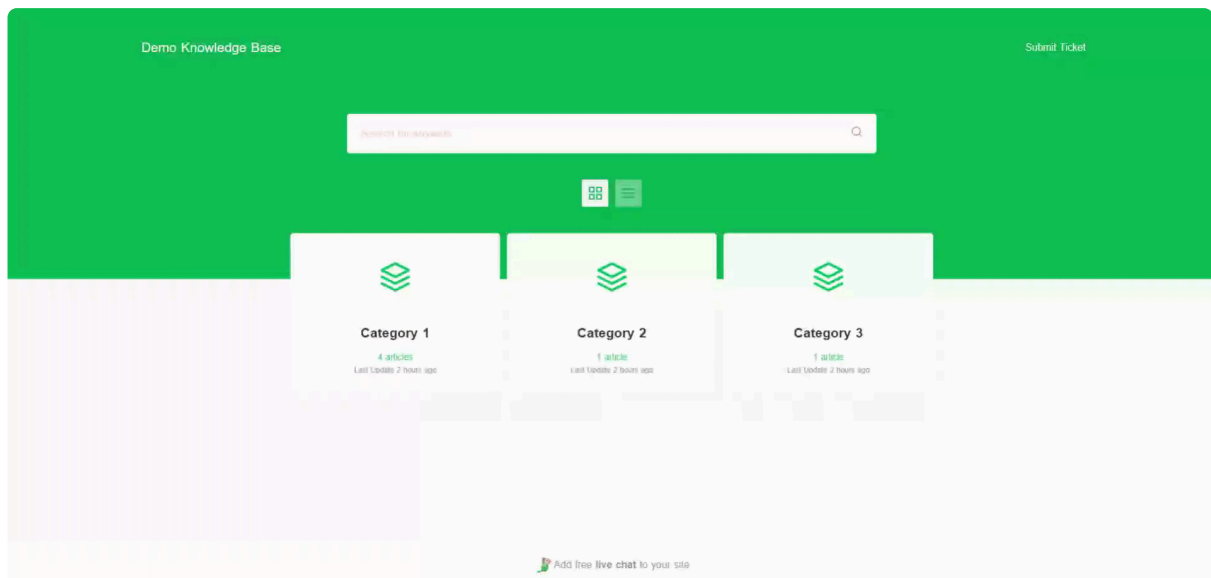
To change the order of your knowledge base categories, log in to your tawk.to account and select the **Knowledge Base (book)** icon in the upper tab menu. Then, select **Categories**.



You can rearrange each category in the list by clicking and dragging the 6 dots symbol on the left side of the entry.



Categories will be displayed in order from left to right and top to bottom. You can switch between tile view and list view.



Learn how to change the order of the articles within each category here: [How to change the order of articles in the Knowledge Base](#)

In case you encounter any issues, our support team is always available. [Schedule a call](#) so we can better assist you.

Was this article helpful?



24 out of 55 liked this article

Still need help? [Message Us](#)

Related Articles



People also read

**Creating a
new
Knowledge**

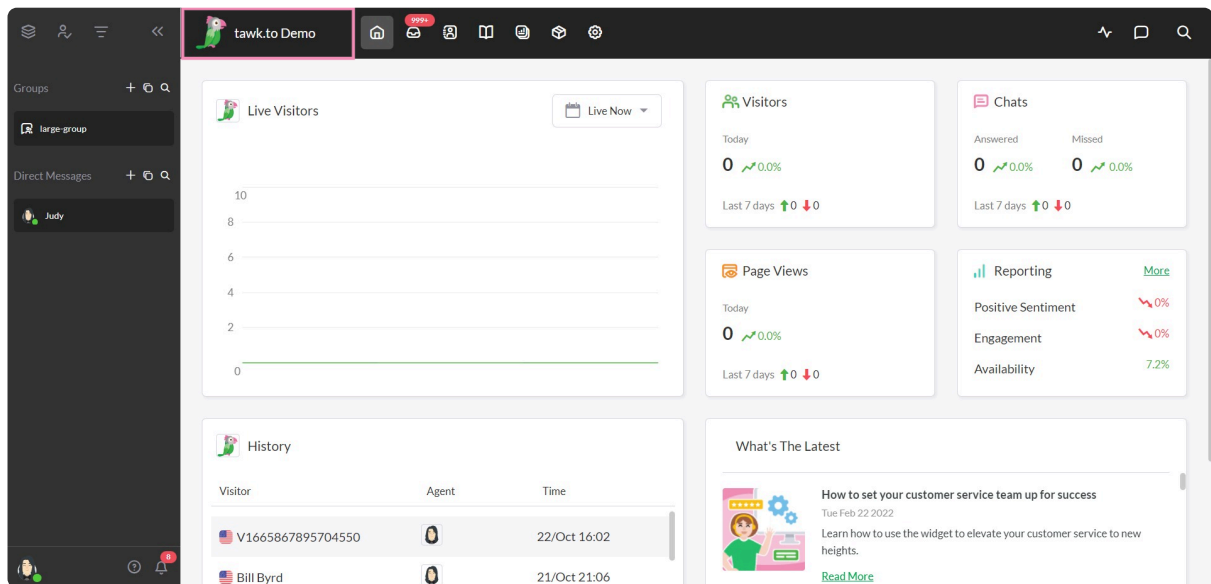
People also read

**Setting up
your
Knowledge**

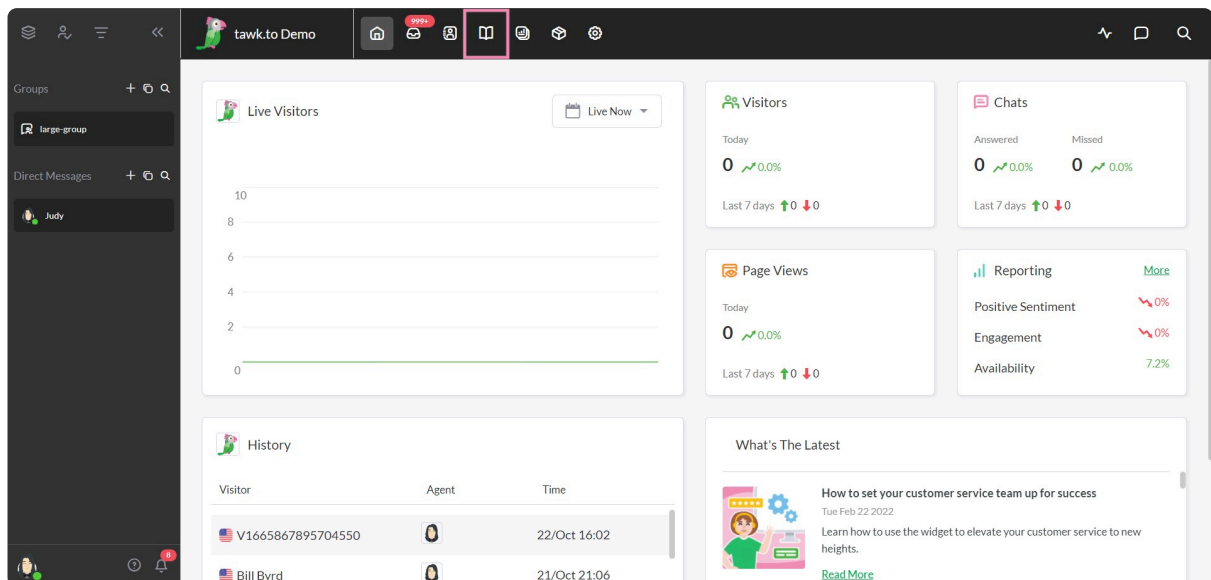
People also read

**How to
white label
your**

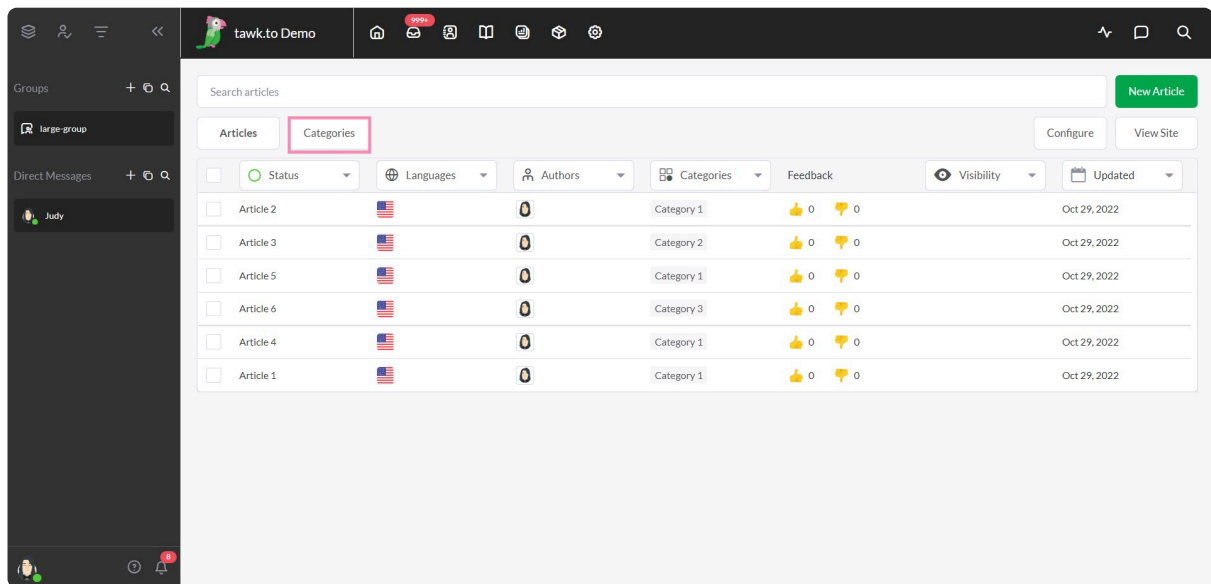




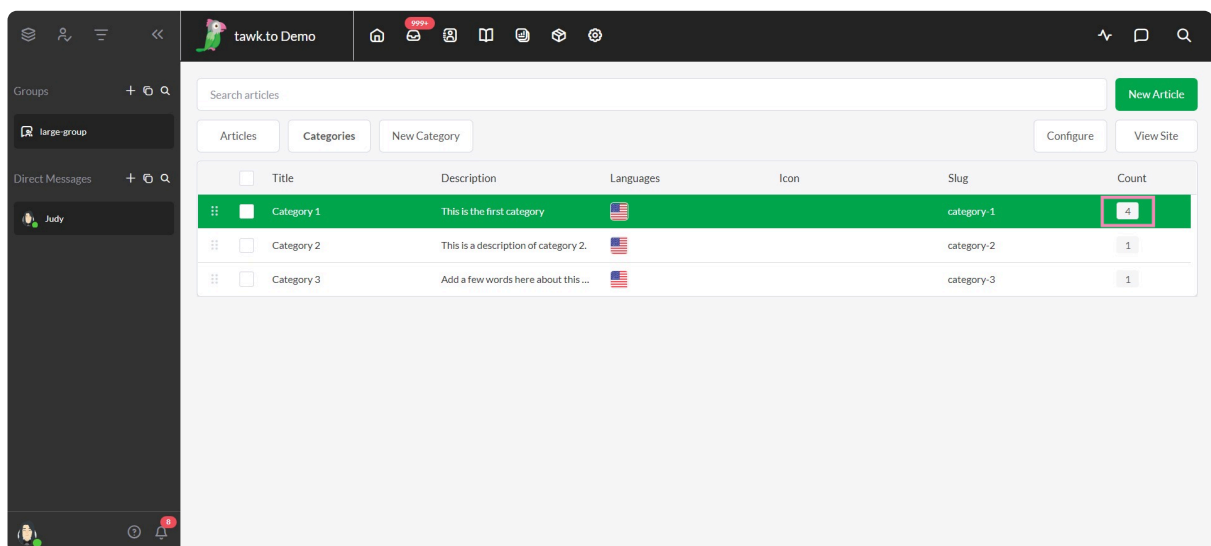
Make your way over to your **Knowledge Base** by selecting the book icon in the in the upper tab menu.



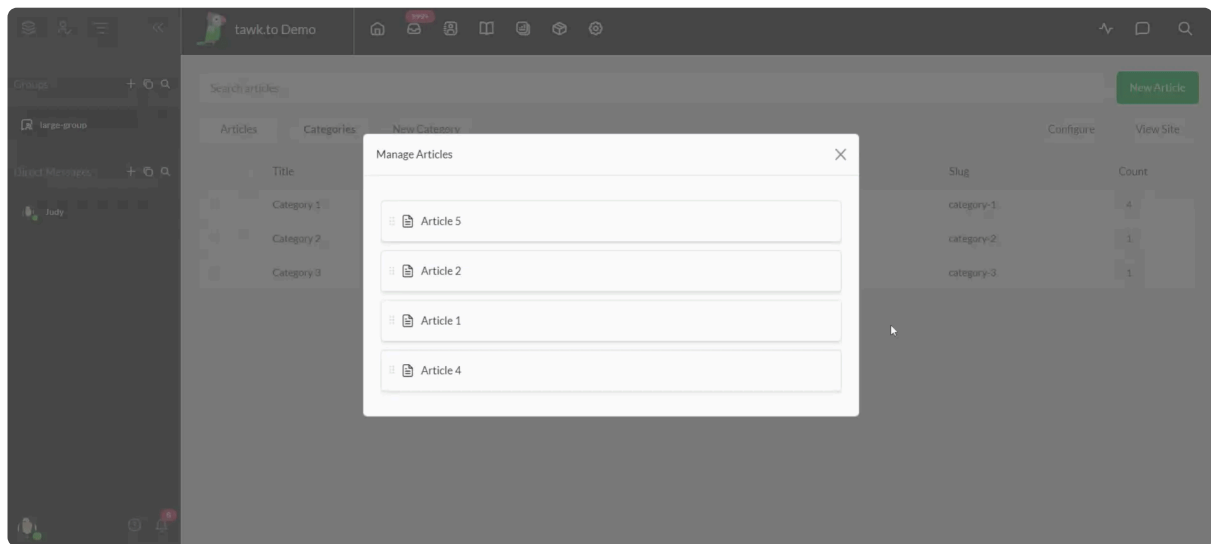
Next, click the **Categories** button above the article list.



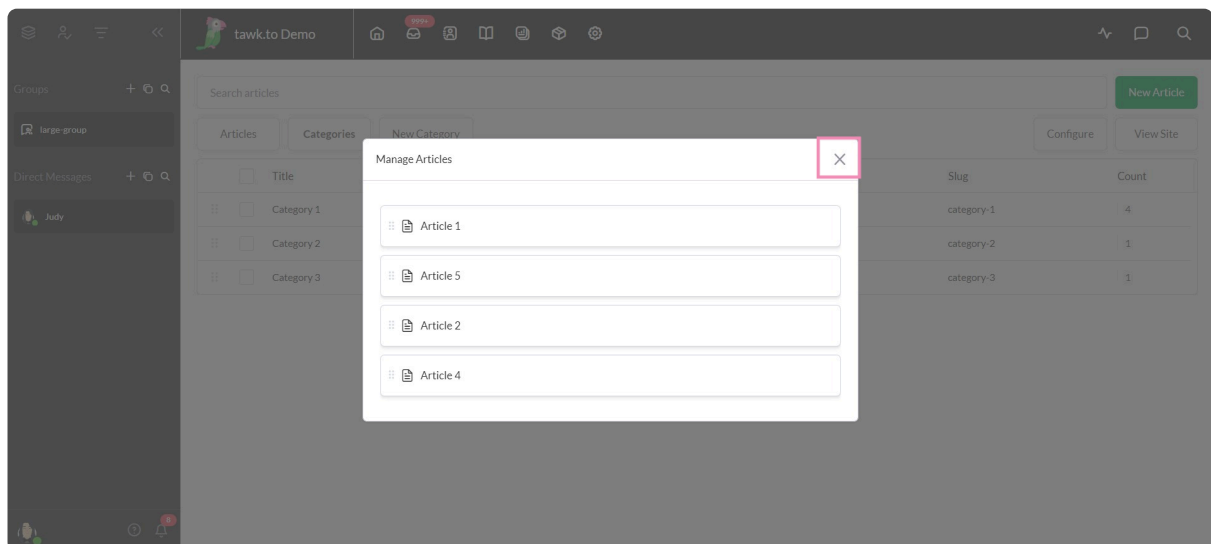
In the new list that appears, hover over the category for which you'd like to rearrange the articles. Then click the number listed to the right of the category name under **Count**.



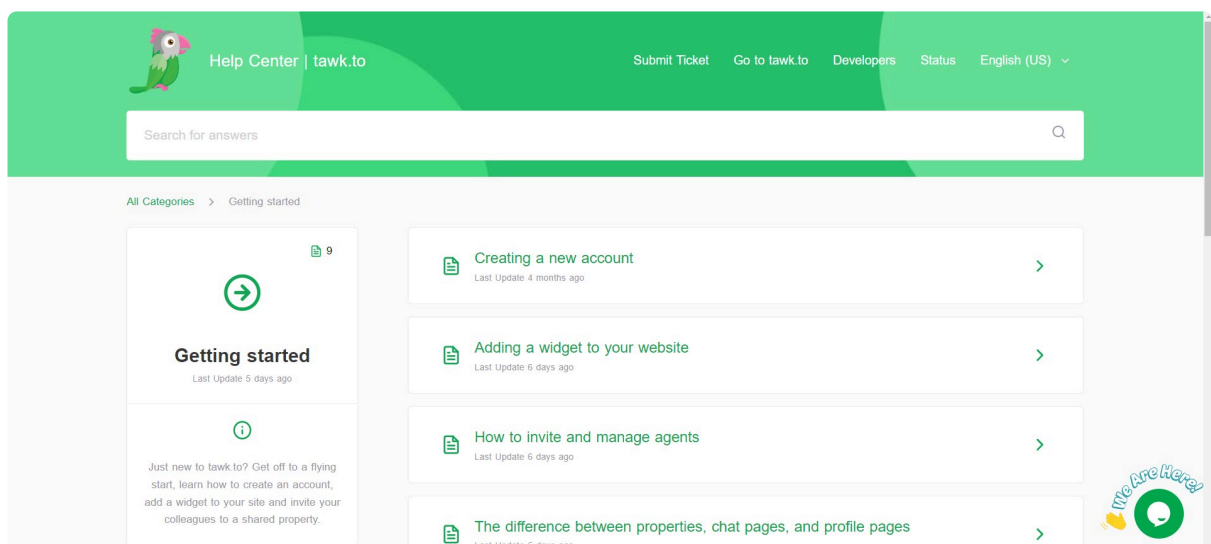
A panel will pop up allowing you to drag and drop the articles for your selected category into the order you choose.



Once you have rearranged your articles, save your work and close the panel by clicking the **x** in the upper-right corner.



Your articles will now appear in the order you have selected, making it easy to draw attention to the articles you want your readers to see first.



Learn how to change the order of the categories in your knowledge base here: [How to change the order of categories in the Knowledge Base](#)

Need help? Reach out to our support team or [schedule a call](#).



Was this article helpful?



49 out of 93 liked this article

Still need help? [Message Us](#)

Related Articles



People also read

**Creating a
new
Knowledge**

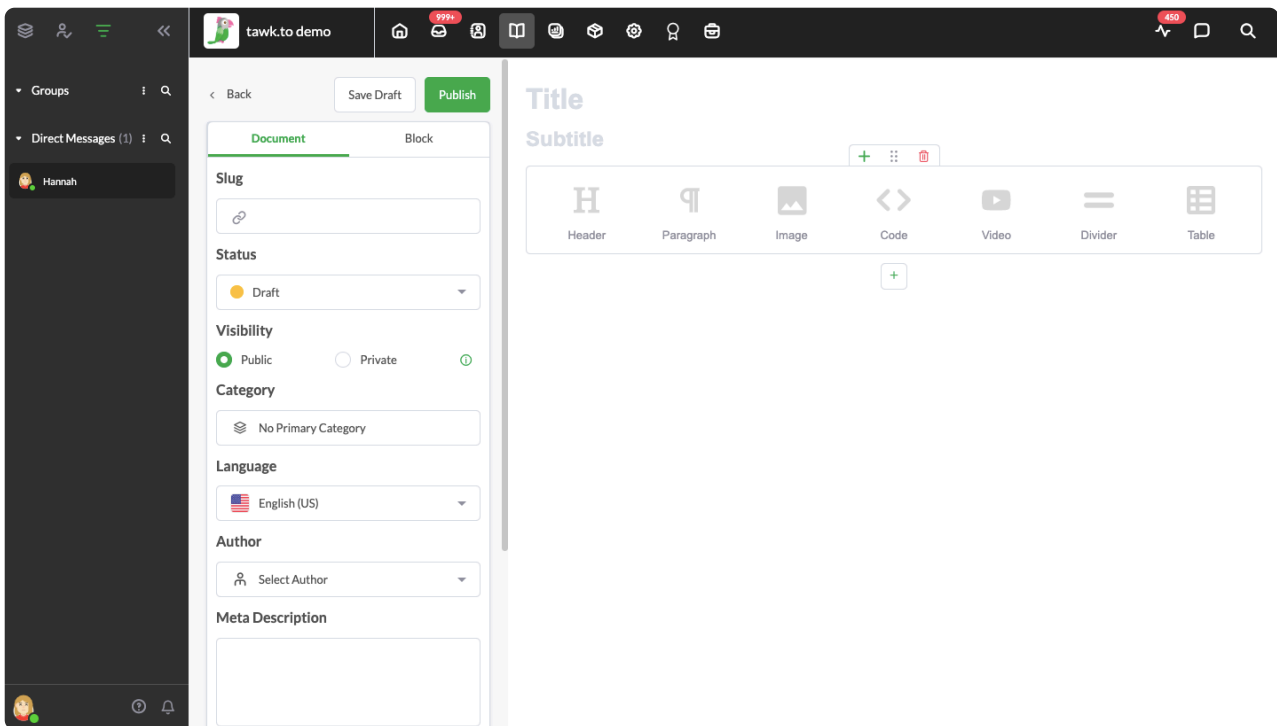
People also read

**Creating Knowledge
Base categories**


People also read

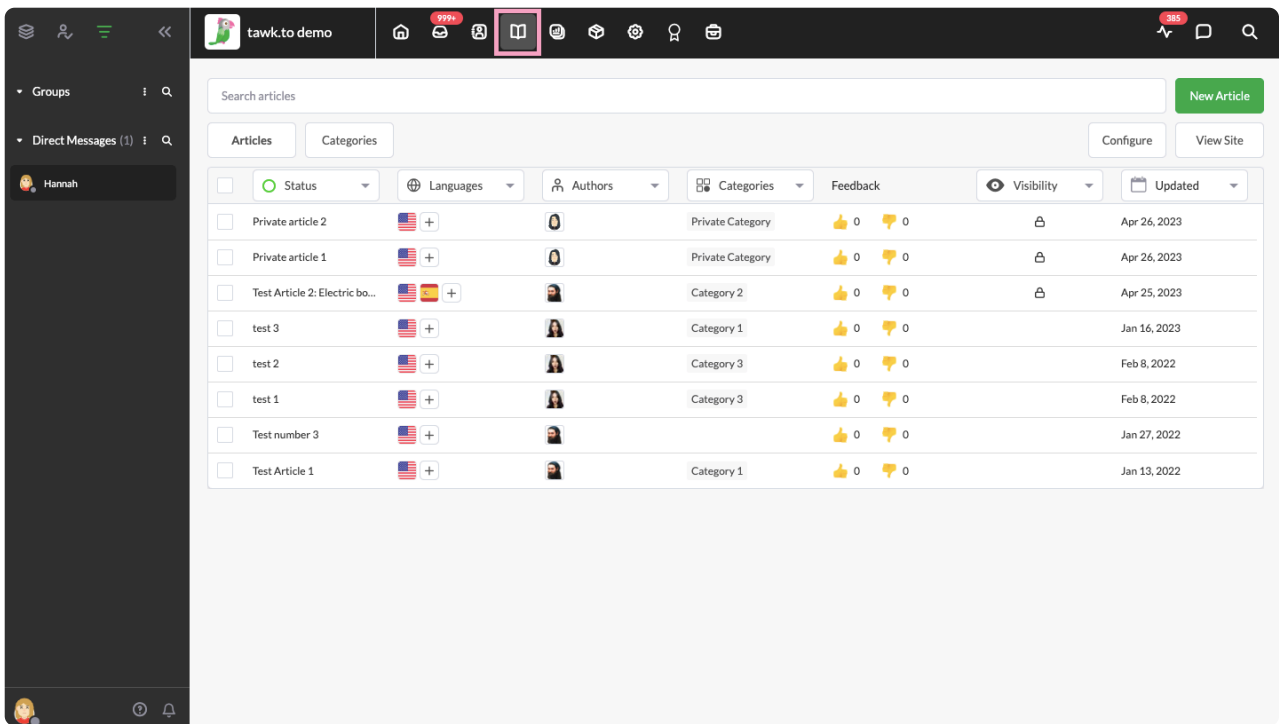
**Setting up
your
Knowledge**





It doesn't matter how your visitors find your **Knowledge Base**. It's automatically formatted for both mobile and desktop, so you know it will look clean either way. You just need to make some design decisions to decide how you want it to look. Or if design's not your thing, keep the default setting. It's your information — how you present it is up to you.

The best way to see what the **Knowledge Base** can do is to take it for a test drive. It's available in your account now. Once you get set up in the  **Administration** section, you'll be ready to start publishing helpful articles by selecting the **Knowledge Base** tab in the upper icon menu of the dashboard. If you have any questions, we've also published a full step-by-step guide to help get you started.



Learn how to set up your knowledge base in this article: [Setting up your Knowledge Base](#)

If you need further help or if you have questions, reach out to our support team by [scheduling a call](#).

Was this article helpful?



451 out of 605 liked this article

Still need help? [Message Us](#)

Related Articles



People also read

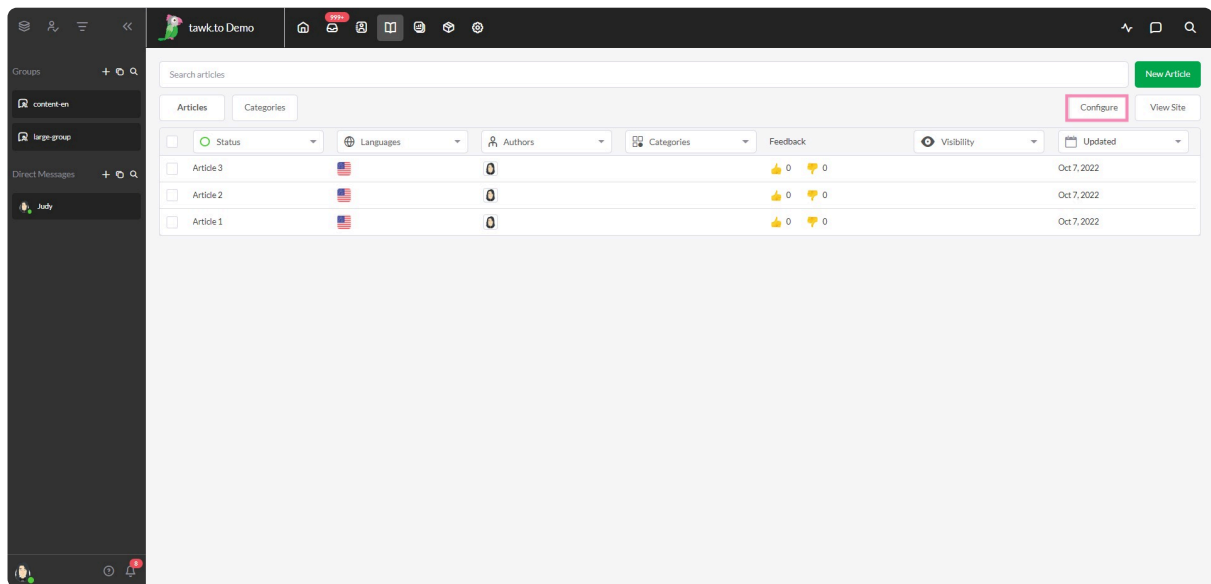
People also read



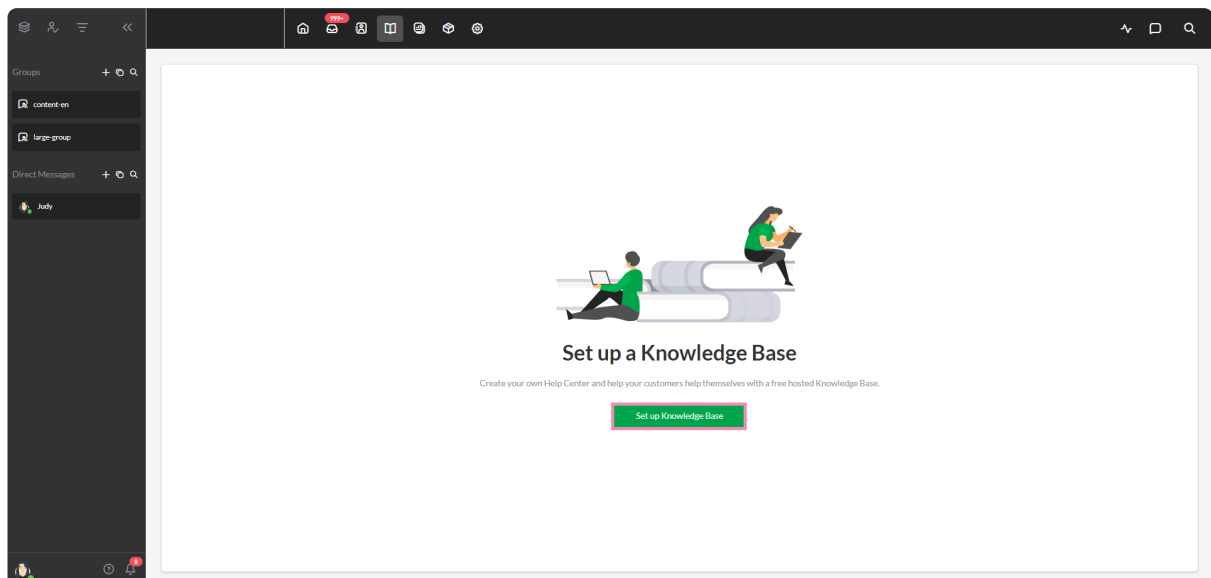
**Creating a new
Knowledge Base**

**Creating Knowledge
Base categories**

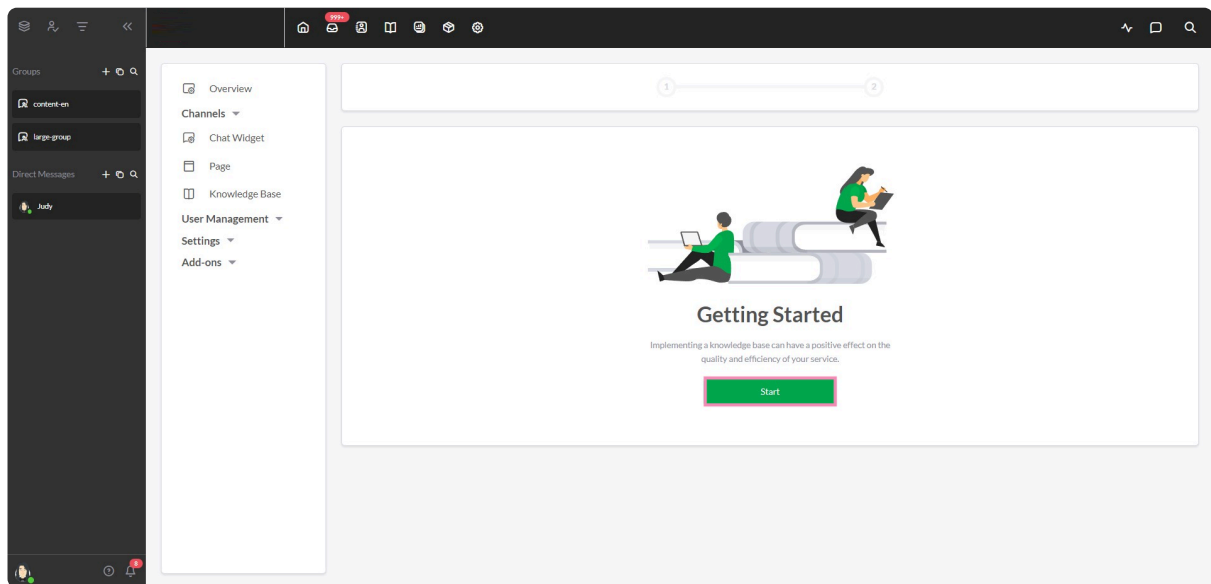




If you're setting up a brand new knowledge base from scratch, click the **Set Up Knowledge Base** button in the next panel.

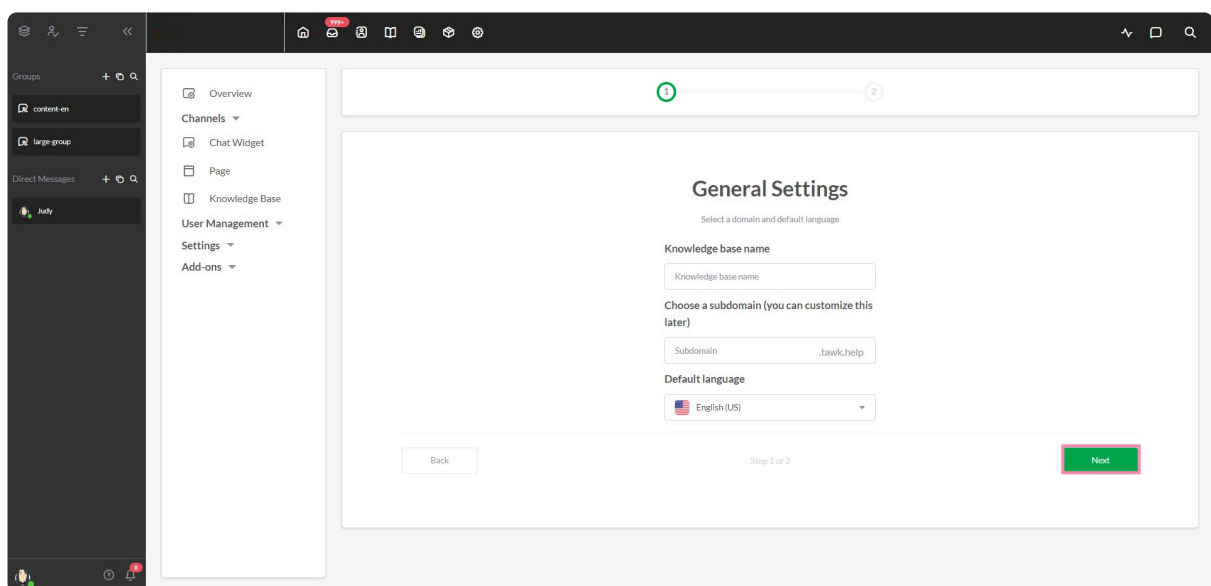


Click the **Start** button under **Getting Started**.

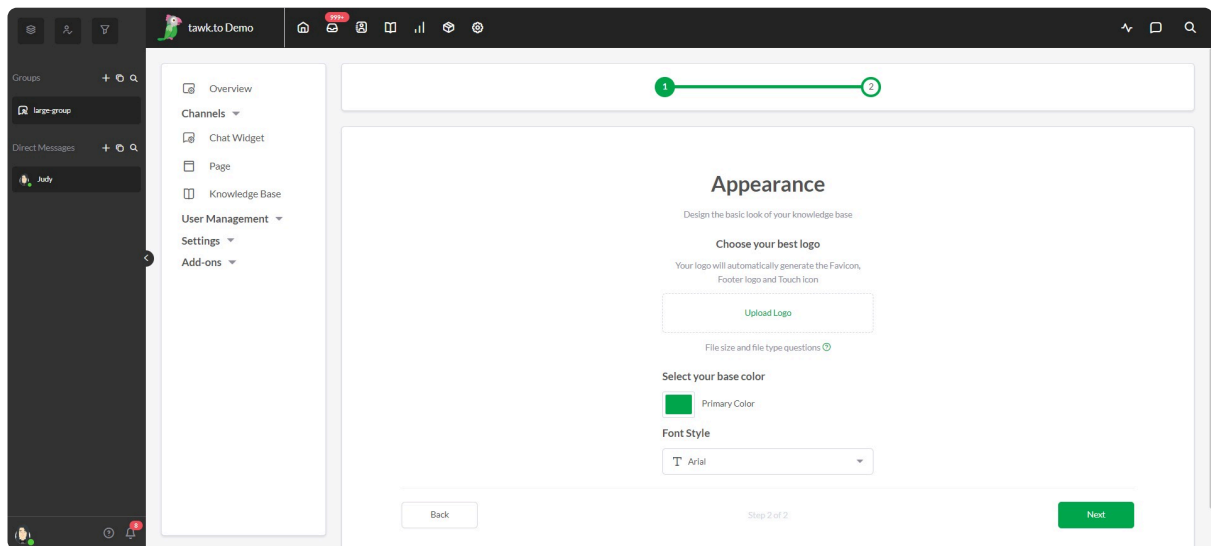


Under **Appearance**, add a logo. Your logo will automatically generate a favicon, footer logo and touch icon for your knowledge base.

Select a primary base color and font style.

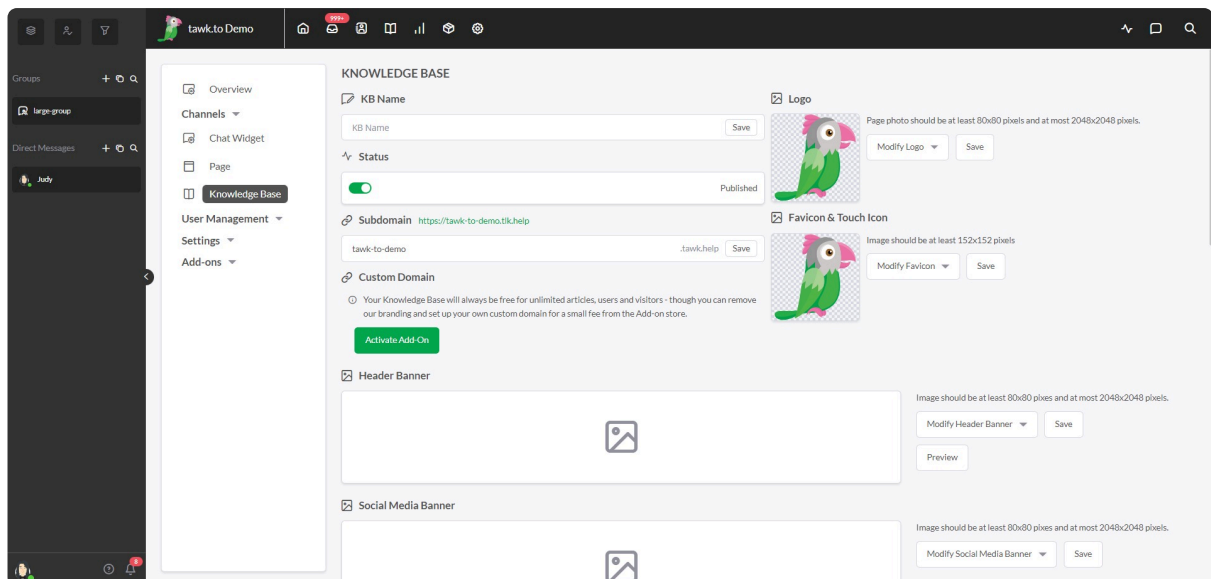


Then, click **Next** and **Go to Knowledge Base** to set up the settings and appearance for your new knowledge base.



There are a lot of options for customization here and most of them will change how your Knowledge Base looks. Let's start with the most important part: where your knowledge base will live on the internet.

On the left, you'll see options for naming your knowledge base and customizing the domain. Before you can start publishing articles, you need a name and a subdomain. Fill out those fields first. Then, set the status to **Published**. If you've chosen to use a custom domain, you also have the option to enter it here.

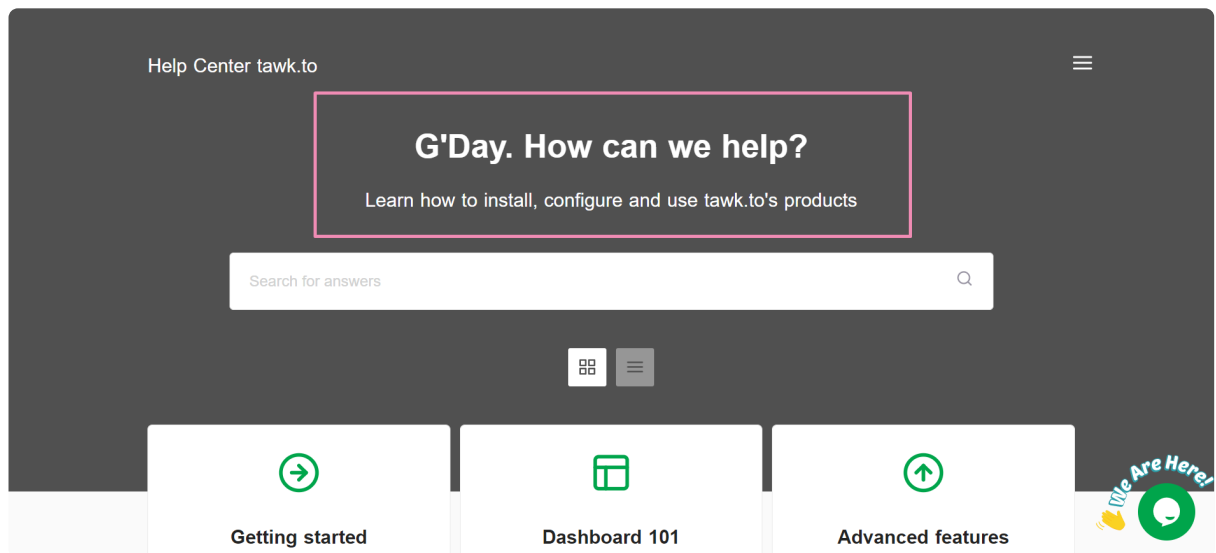


The next options are all for customizing your knowledge base with images. For best results, make sure to check the minimum and maximum sizes allowed for each of the images before uploading.

The **Logo** will appear in the upper left of the knowledge base. The **Header Banner** functions as repeating wallpaper. Choose a pattern from the gallery or upload your own image. Alternatively, you can remove the header image and use a solid color background

If you're wondering what a favicon is, it's the tiny picture you see on the left-hand side of a tab in a browser. Your favicon and the text right next to it can be customized by changing the browser title just under the **Social Media Banner** option.

The heading and subheading will appear on the front page of your knowledge base as seen below.



The next options will change the overall appearance of your knowledge base and what your customers will see in search.

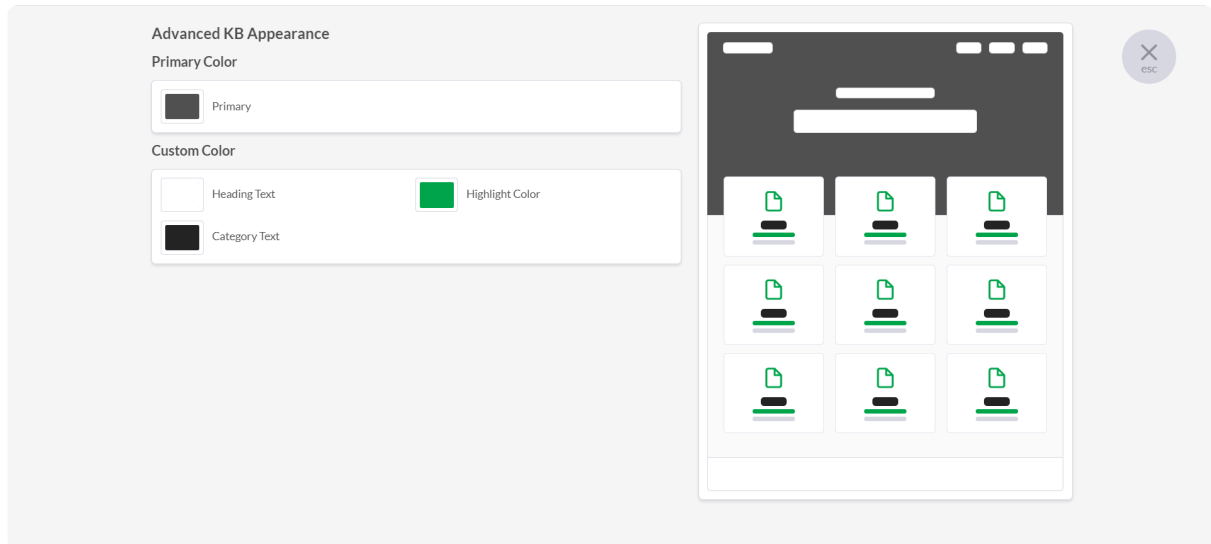
The **Meta Description** will appear in search engines. This is your chance to promote your knowledge base and add relevant keywords.

Under **Localization**, you can change the language of your knowledge base and edit the text in the ticket submission form. To the right, you can control the option to submit a ticket directly from your knowledge base.

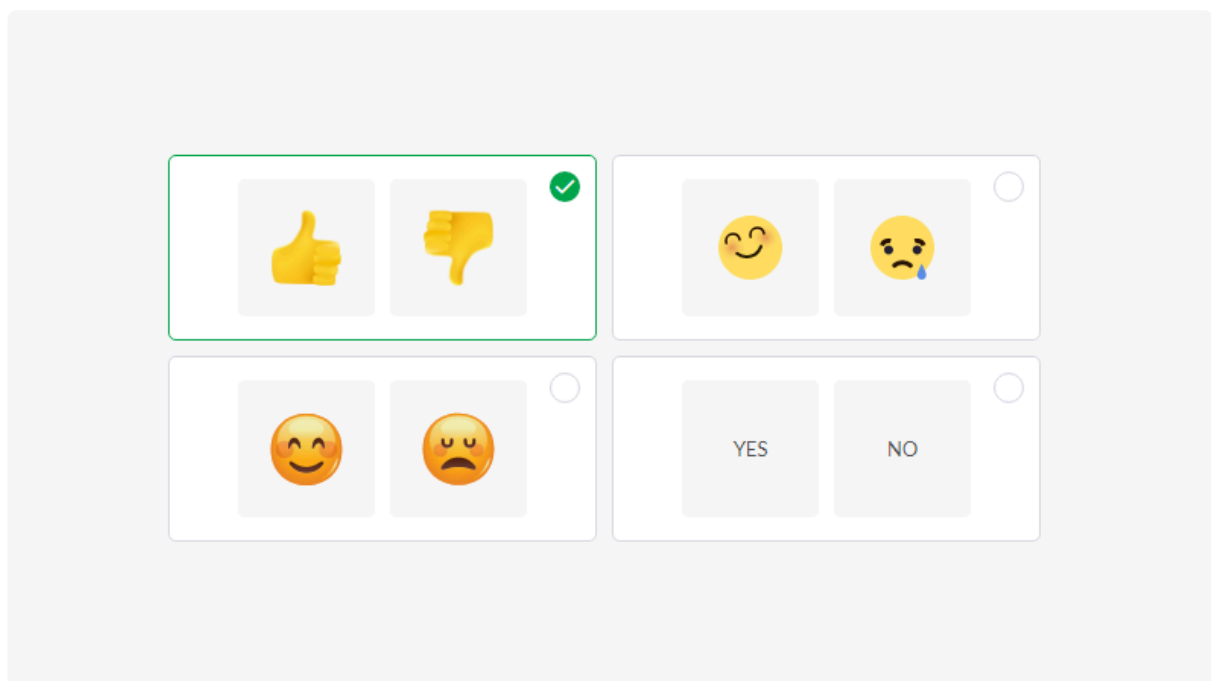
Be sure to check out the advanced option in the **Advanced KB appearance** area, as seen below, to make any big changes you want to the overall look

of the Knowledge Base. Here, you can change the color and font to coordinate with your brand.

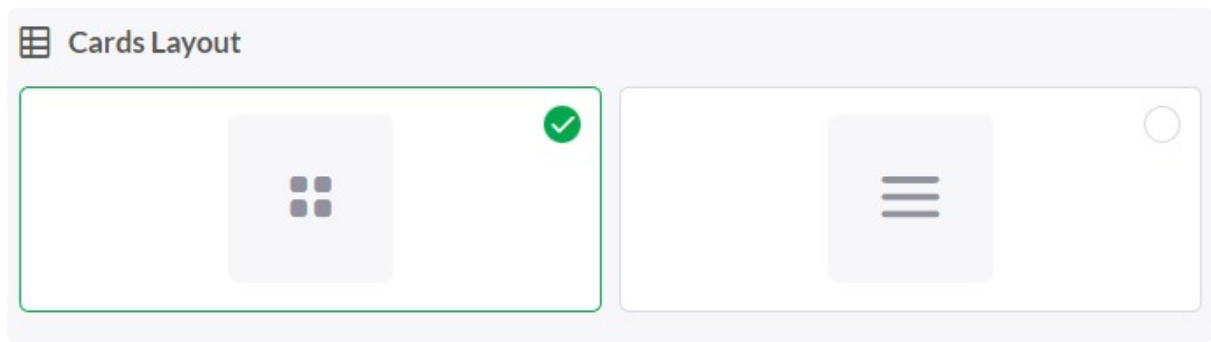
There are a lot of options for you to customize, so feel free to make a few changes and see how it all comes together.



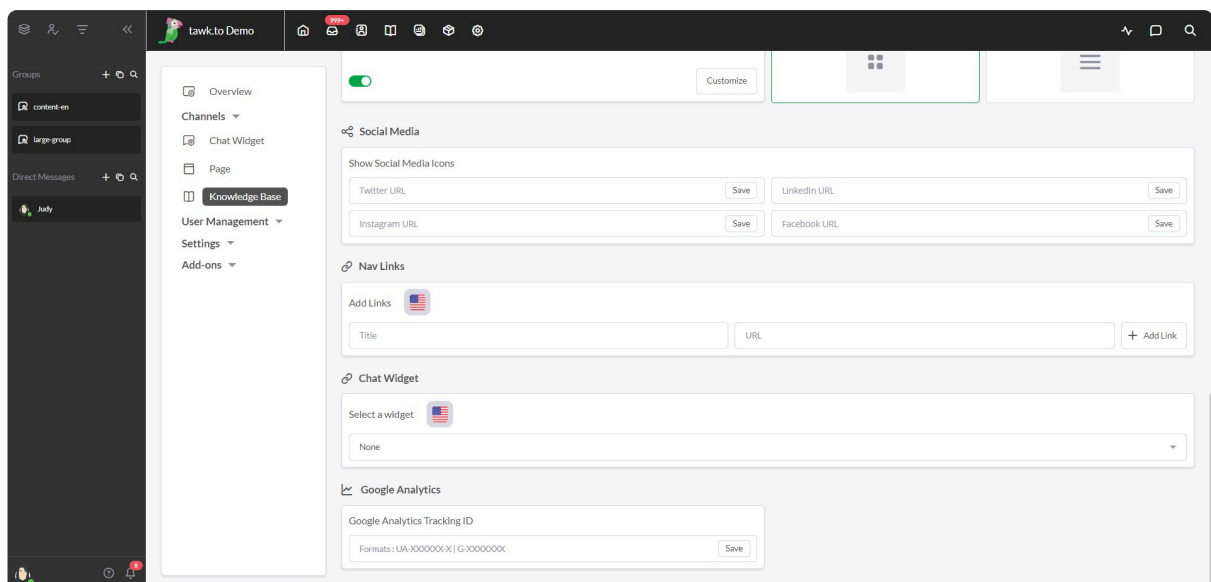
Next, you can enable feedback and choose from among 4 options: thumbs up/thumbs down, happy/sad, smile/frown or yes/no.



To the right of the feedback option, you can choose a layout: block or list.



Once you've got the appearance sorted and have made decisions about using ticketing and feedback, you're onto the final stretch. Now it's time to enter your social media links so visitors can reach you, add your Google Analytics if you've got that set up, and choose a widget to appear on your knowledge base.



With so many options for changing the appearance of the knowledge base, it can be helpful to keep a second tab open so you can switch between views as you keep tweaking until you've got something you're proud of.

If you have other questions, don't hesitate to reach out to our support team or [schedule a call](#).

Was this article helpful?



223 out of 300 liked this article

Still need help? [Message Us](#)

Related Articles

People also read

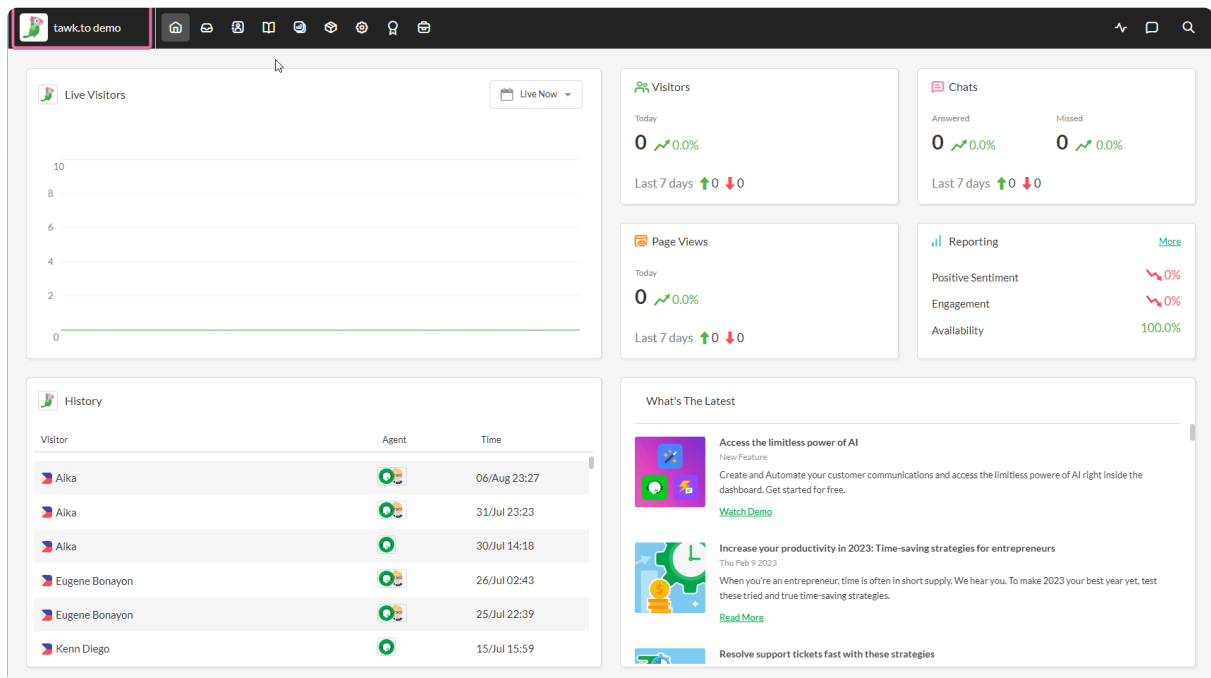
**What is the
Knowledge
Base?**

People also read

**Creating a
new
Knowledge**

People also read

**Creating Know
Base categoric**



Next, make your way to  **Administration** → **Channels** → **Knowledge Base**.

The screenshot shows the 'Administration' section of the tawk.to dashboard, specifically the 'Channels' and 'Knowledge Base' settings. The 'Overview' tab is selected. The 'Property Name' is 'tawk.to demo'. The 'Property Status' is 'Active'. The 'Property URL' is 'https://tawk.to'. The 'Property Region' is set to a dropdown menu. The 'Property ID' is '61563492d326717cb6842813'. The 'Ticket Forwarding Email' is 'tickets@kb-test.p.tawk.email'. The 'Discovery Settings' section has a 'Discovery Listing' toggle set to 'Disabled'. The 'Category' and 'Subcategory' dropdowns are empty. The 'Description' and 'Keywords' text areas are empty.

Administration

- Overview
- Channels**
- Chat Widget
- Page
- Knowledge Base**
- User Management
- Settings
- Add-ons
- Billing

OVERVIEW

Property Name: tawk.to demo [Save]

Property Image: [Image of a parrot] [Modify Property Image] [Save]

Property Status: ☒ Active [Active]

Property URL: https://tawk.to [Save]

Property ID: 61563492d326717cb6842813

Property Region: [Dropdown]

Ticket Forwarding Email: tickets@kb-test.p.tawk.email [Copy]

Discovery Settings

Discovery Listing: ☐ Disabled [Disabled]

By enabling this feature this property will be listed in the tawk.to discovery listings. Prospects will be able to discover your business via search and through the category listing pages.

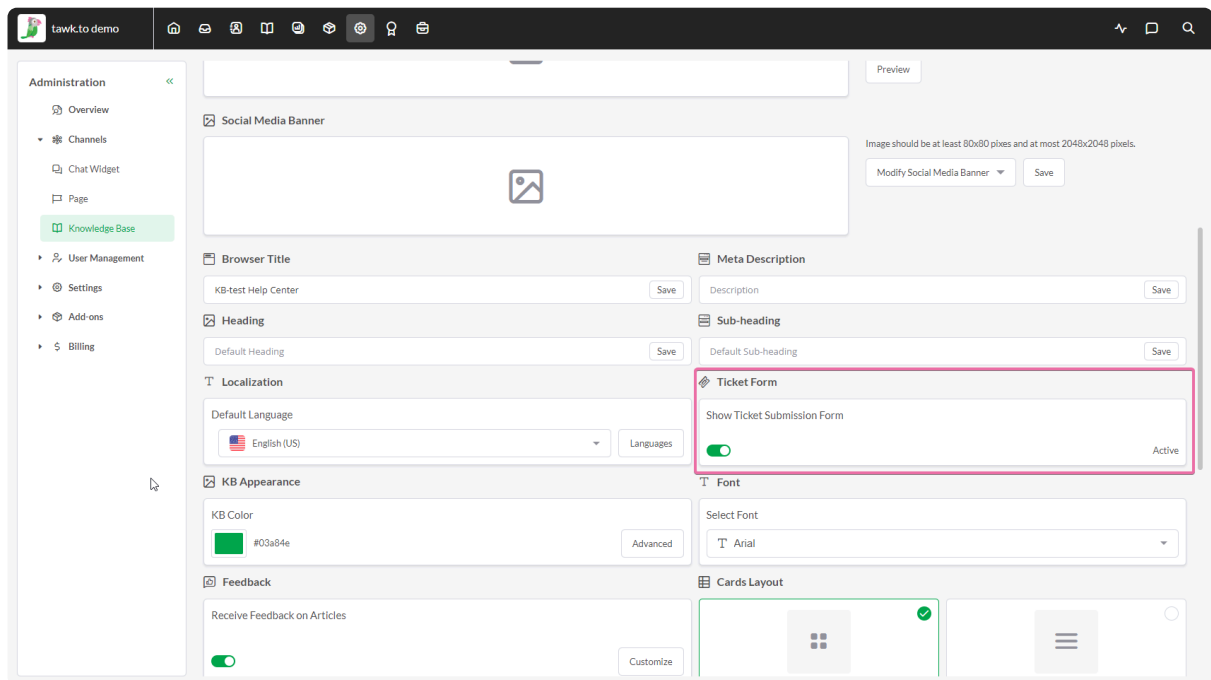
Category: [Dropdown]

Subcategory: [Dropdown] [Save]

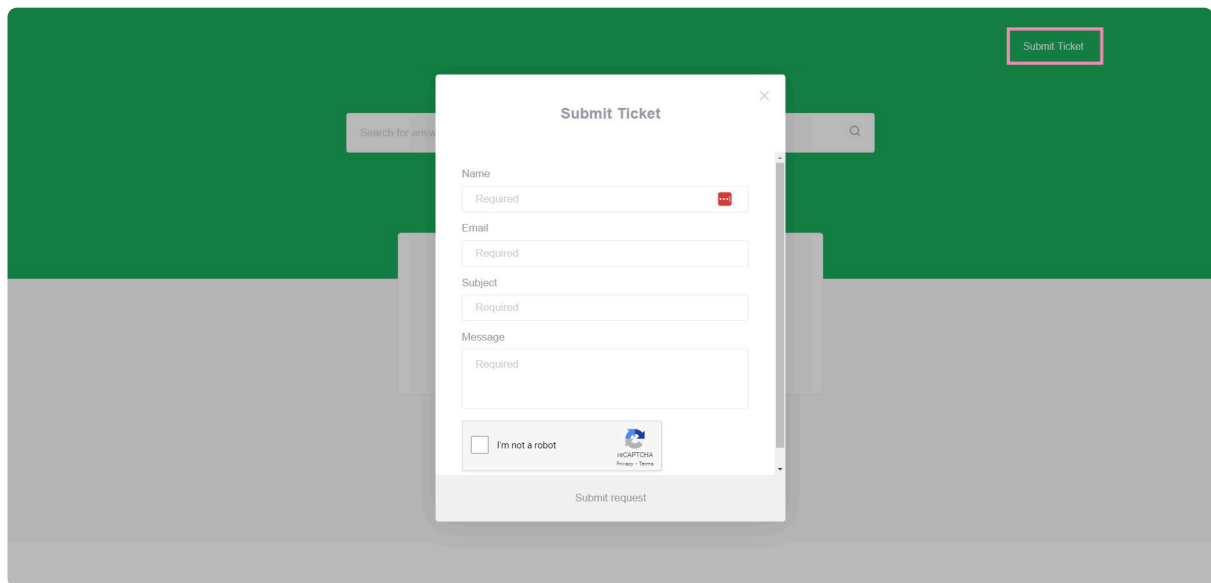
Description: [Text Area] [Save]

Keywords: [Text Area] [Save]

Scroll down to the **Ticket Form** box and toggle the switch under **Show Ticket Submission Form** to the on position (green) to activate the option.



When a visitor clicks the **Submit Ticket** link at the top of the **Knowledge Base**, a form will appear, allowing them to share their comments or requests.



To remove the link, simply toggle the button under **Show Ticket Submission Form** to the off position.

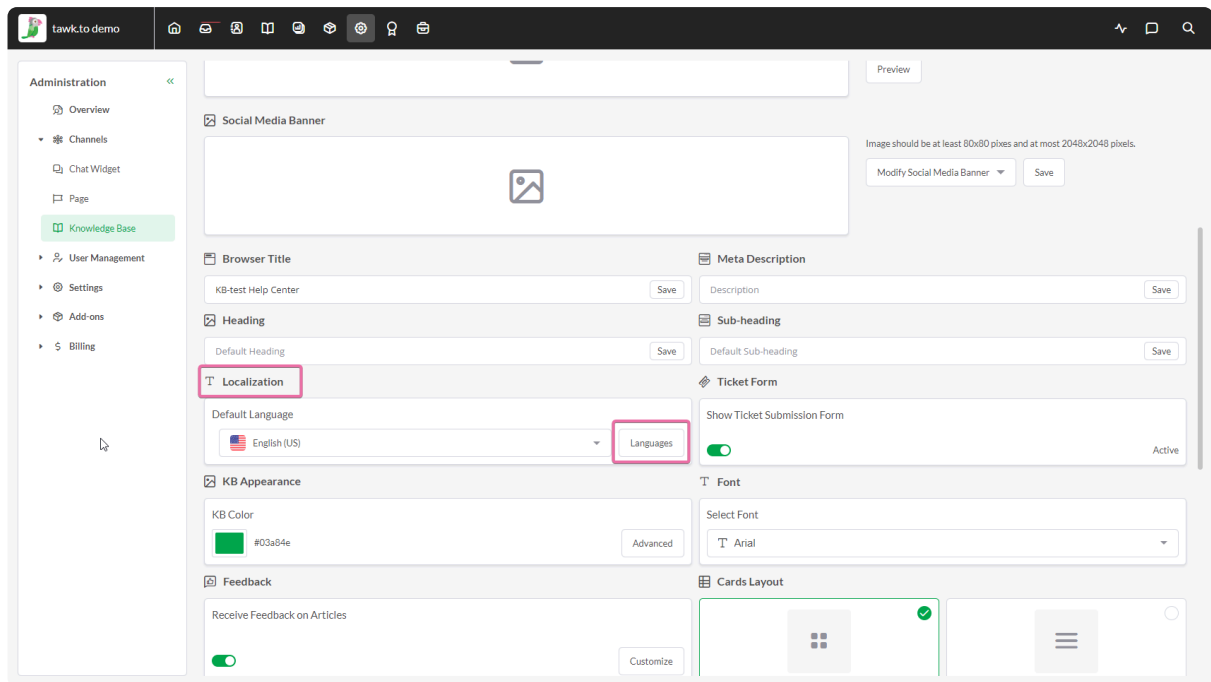
How to customize your Submit Ticket form

You can customize both the title and fields on your **Submit Ticket** form. For example, change the title to “Ask a question.” Modify the labels to match

your brand voice. Or add a custom field.

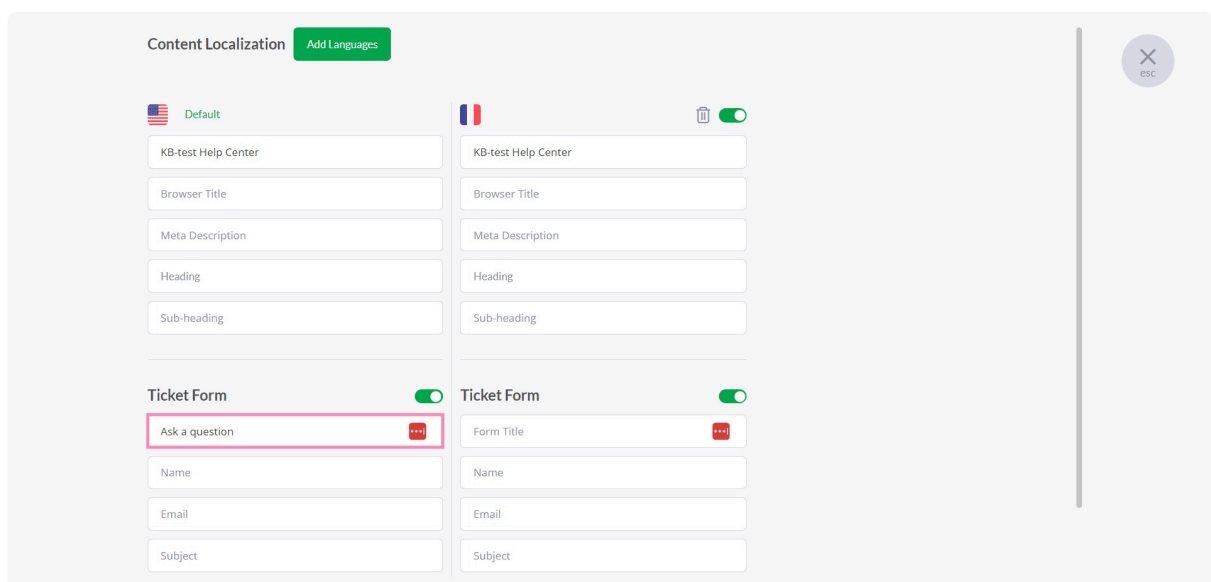
To make changes to your form, go to **Administration → Channels → Knowledge Base**.

Then scroll down to **Localization** and click the **Language** button to open a new view.



The screenshot shows the 'Administration' sidebar on the left with 'Knowledge Base' selected. The main content area is titled 'Localization' and contains several sections: 'Social Media Banner' with an image placeholder and a 'Modify Social Media Banner' button; 'Browser Title' with a text field 'KB-test Help Center' and a 'Save' button; 'Meta Description' with a text field 'Description' and a 'Save' button; 'Heading' with a text field 'Default Heading' and a 'Save' button; 'Sub-heading' with a text field 'Default Sub-heading' and a 'Save' button; 'Ticket Form' with a toggle switch 'Show Ticket Submission Form' set to 'Active'; 'KB Appearance' with a color picker 'KB Color' set to '#03a84e' and an 'Advanced' button; and 'Feedback' with a toggle switch 'Receive Feedback on Articles' set to 'On' and a 'Customize' button. A 'Languages' button is highlighted in the 'Localization' section.

Now you can edit the title and fields of the **Submit Ticket** form.



The screenshot shows the 'Content Localization' interface with a table of fields for two languages: 'Default' (US) and 'French' (FR). The 'Ticket Form' section is highlighted. The 'Default' language has a form titled 'Ask a question' with fields for 'Name', 'Email', and 'Subject'. The 'French' language has a form titled 'Form Title' with fields for 'Name', 'Email', and 'Subject'. A '+ Custom Field' button is visible at the bottom right of the table.

To add a new field, click the **+ Custom Field** button.

The image shows a configuration interface for a help center. It features two side-by-side panels for different locales: 'Default' (with a US flag) and 'French' (with a French flag). Each panel contains a 'Ticket Form' section with a toggle switch. The 'Default' panel has a 'Custom Field' button highlighted with a pink box. The 'French' panel has a 'Form Title' field highlighted with a red box. The interface also includes fields for 'KB-test Help Center', 'Browser Title', 'Meta Description', 'Heading', and 'Sub-heading'.

Then, follow the prompts on the form that appears. You can either add a new text field or give visitors the option to upload a file.

The image shows a 'Custom Field' modal form. The modal has a title 'Custom Field' and contains a 'New field name' input field, a 'Select type of field' dropdown menu, and 'Close' and 'Add new field' buttons. The background shows the same configuration interface as the previous image.

The **Submit Ticket** feature makes it easier for visitors to get help even when you are offline.

Need more help? Reach out to our support team or [schedule a call](#).

Was this article helpful?




52 out of 73 liked this article

Still need help? [Message Us](#)



Related Articles



People also read


Creating a new Knowledge

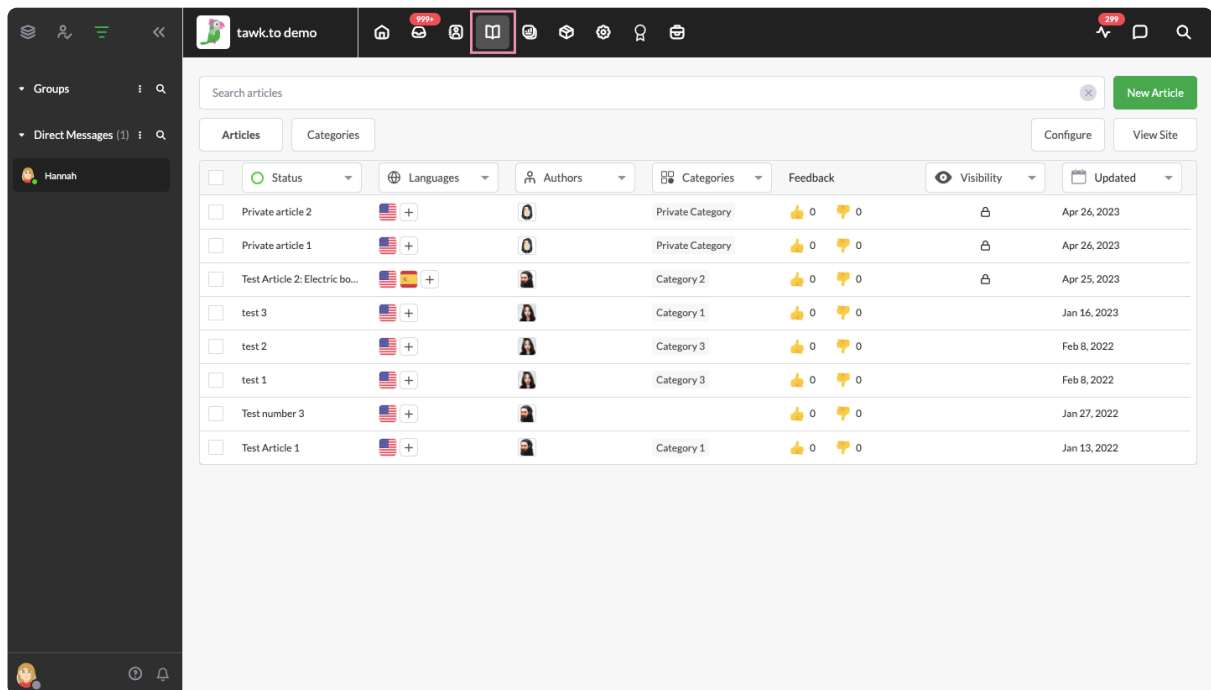
People also read

Customizing the widget header and

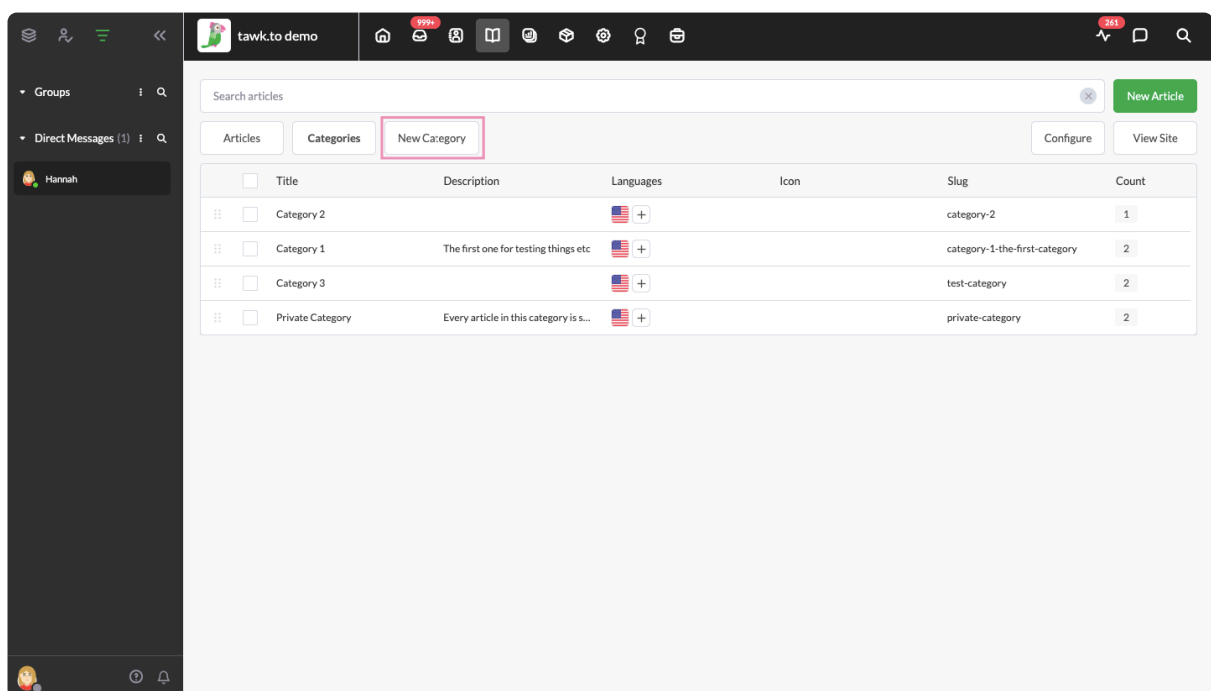
People also read

Customizing your knowledge





Here, you can edit any categories you've already made by clicking their names in the list. To add a new category, select **New Category**.



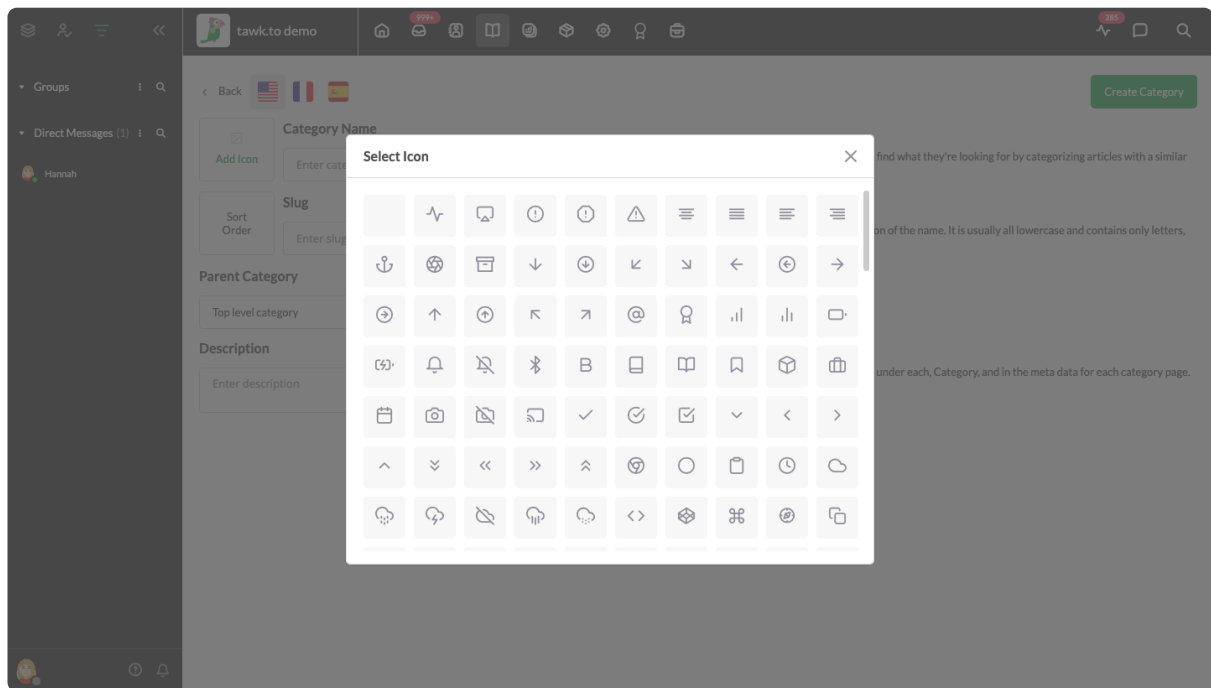
Select a language from the options in the upper left and pick an appropriate name for the topic your category covers.

The screenshot shows a mobile application interface for creating a category. The top navigation bar includes a home icon, a notification bell with '999+', a profile icon, a list icon, a camera icon, a share icon, a search icon, and a '273' badge. The left sidebar has a 'Groups' section and a 'Direct Messages (1)' section with a contact named 'Hannah'. The main content area is titled 'Create Category' and features a green button in the top right corner. The form fields are as follows:

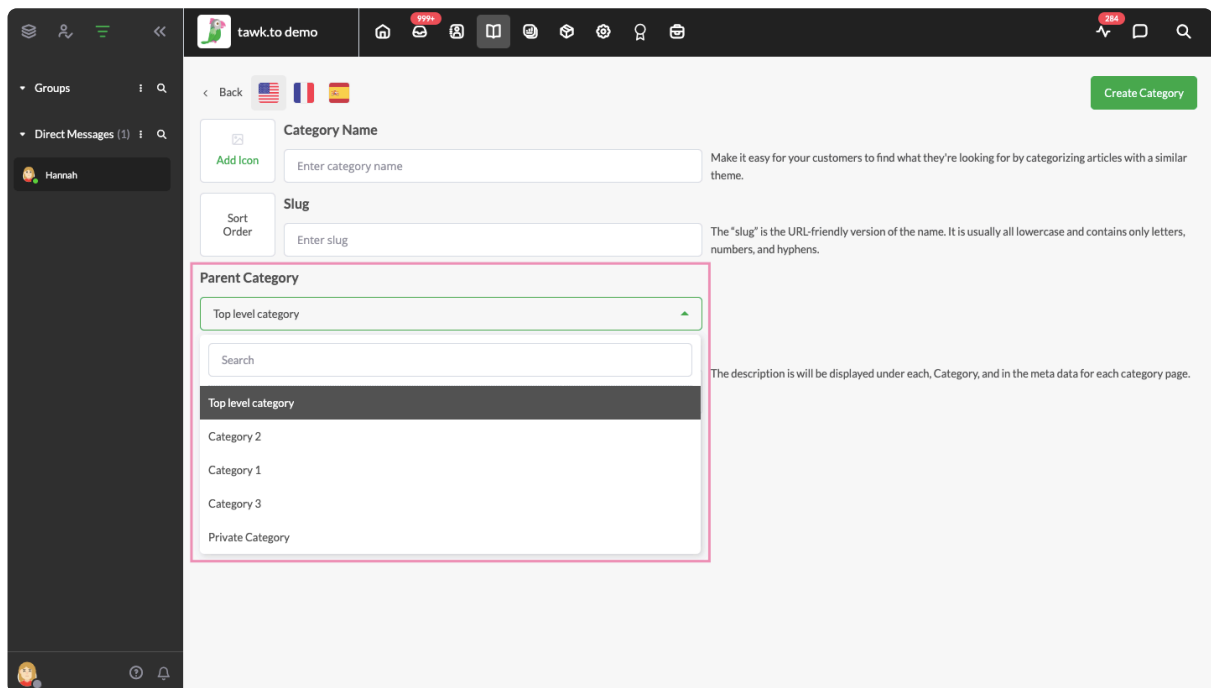
- Category Name:** A text input field with the placeholder 'Enter category name'. A note to the right states: 'Make it easy for your customers to find what they're looking for by categorizing articles with a similar theme.'
- Slug:** A text input field with the placeholder 'Enter slug'. A note to the right states: 'The "slug" is the URL-friendly version of the name. It is usually all lowercase and contains only letters, numbers, and hyphens.'
- Parent Category:** A dropdown menu with the selected option 'Top level category'.
- Description:** A text input field with the placeholder 'Enter description'. A note to the right states: 'The description is will be displayed under each, Category, and in the meta data for each category page.'

Once you've got a name, the **Slug** underneath it will be automatically generated based on the name you chose. This will make up part of the URL for any of the **Knowledge Base** articles published within this category. You can adjust this if you prefer another naming convention. Just remember, it should contain no spaces. Use hyphens if you're including multiple words or strings of numbers.

Clicking the **Add Icon** button will give you a list of available symbols to associate with the category. Many of these are well-known symbols, and adding one to a category can make it easier for people to find what they're looking for.



If you're planning on adding a lot of articles, it's a good idea to separate some of the bigger categories into their own segments with subcategories. To do this, you'll need to make a **Parent Category** to contain several smaller categories. If you're creating a **Parent Category** and won't be nesting categories within others, you can leave the **Parent Category** option as the default **Top Level Category**.



Add the final touch by giving your new creation a brief description. This will appear in the list view when a visitor browses your **Knowledge Base**, alongside articles, and in the metadata.

If you have other questions, don't hesitate to reach out to our support team or [schedule a call](#).



Was this article helpful?



69 out of 91 liked this article

Still need help? [Message Us](#)

Related Articles

People also read

**Creating
Private**

Knowledge

People also read

**How to
change the**

order of