



Webhooks overview and creation

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Overview

Use webhooks to proactively subscribe to notifications about events that occur in your knowledge base. For example, you could create a Slack channel that receives webhooks to monitor when someone creates an article or changes an article's status.

We offer 2 types of webhook payloads, one formatted specifically for [Slack](#) and the other containing KnowledgeOwl [API object data](#) that can be sent to many different applications or services.

Create webhooks

You must have **Full Admin** access to create webhooks in your knowledge base.

To create webhooks in your knowledge base:

1. Go to **Account > Webhooks**.
2. Select **+ Create New Webhook**.

Select + Create New Webhook to
begin

The **New Webhook** modal opens.

3. Use the **Knowledge Bases** checkboxes to select which knowledge bases you'd like this webhook to fire for. **All Knowledge Bases** is selected by default, but you can select specific knowledge bases to refine this.

The **New Webhook**
modal

4. Select one or more **Webhook Events** to subscribe to. Refer to [Available webhook events](#) for descriptions of each webhook event.
5. Select the **Webhook Type**:
 - **Slack** sends the webhook as a Slack message. Refer to [Using Webhooks with Slack](#) for more information.
 - **API** will send it to any API endpoint of your choice.

6. Add an appropriate **API Endpoint** to send the webhook to.

7. Select **Create** to finish creating the webhook.

Once you create the webhook, if you've selected a single knowledge base, you can also restrict the webhook to fire on a single category.
