Webhooks overview and creation

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Usage overview

Webhooks allow you to proactively subscribe to events that occur in your KnowledgeOwl account. When an event occurs that you have subscribed to, we will POST a message to the endpoint of your specification containing information about the event.

Currently we offer 2 types of POST payloads, one formatted specifically for the application **Slack**, and the other containing KnowledgeOwl **API object data**.

Create webhooks

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

To create webhooks in your knowledge base:

1. Click on your **profile icon/name** in the upper right.

2. Select **Webhooks** from the dropdown.

3. Select the **+ Create New Webhook** button to begin creating a new webhook.
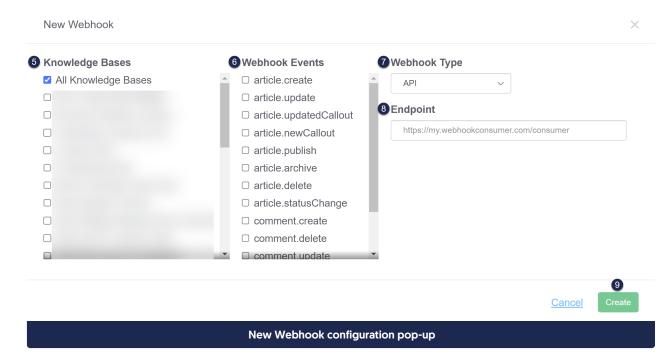
Webhooks

> Webhooks allow you to subscribe to events to get proactively notified when chang
> that receives webhooks to monitor when someone creates an article or changes a
>
> Learn more about <u>receiving notifications in Slack</u>.
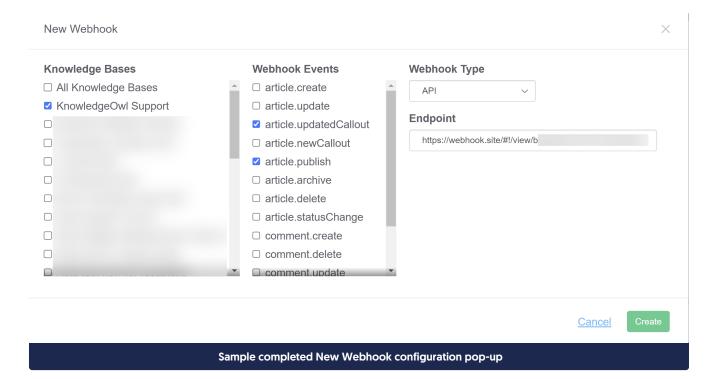

+ Create New Webhook

+ Create New Webhook button

4. **This will open a New Webhook configuration pop-up:**

New Webhook   ✕

⑤ Knowledge Bases   **⑥ Webhook Events**   **⑦ Webhook Type**

☑ All Knowledge Bases   ☐ article.create | API   ⌄ |

☐ ░░░░░░░   ☐ article.update   **⑧ Endpoint**

☐ ░░░░░░░   ☐ article.updatedCallout | https://my.webhookconsumer.com/consumer |

☐ ░░░░░░░   ☐ article.newCallout

☐ ░░░░░░░   ☐ article.publish

☐ ░░░░░░░   ☐ article.archive

☐ ░░░░░░░   ☐ article.delete

☐ ░░░░░░░   ☐ article.statusChange

☐ ░░░░░░░   ☐ comment.create

☐ ░░░░░░░   ☐ comment.delete

☐ ░░░░░░░   ☐ comment.update

                                                                        ⑨

                                                Cancel   Create

New Webhook configuration pop-up

5. The **Knowledge Bases** section allows you to select which knowledge bases you'd like this webhook to fire for. All Knowledge Bases is selected by default, but you can check individual knowledge bases to only enable it for specific knowledge bases.

6. Select one or more **Webhook Events.** The events you select are what will trigger the webhook. See **Available webhook events** for more details.

7. Select the **Webhook Type:**

   ○ **Slack** will send the webhook as a Slack message. See **Using Webhooks with Slack.**

   ○ **API** will send it to any API endpoint of your choice.

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

9. Click **Create.**

Here's an example of an API webhook configured to fire on the KnowledgeOwl Support knowledge base when an article is published or gets the Updated callout added to it:

New Webhook   ✕

Knowledge Bases

☐ All Knowledge Bases

☑ KnowledgeOwl Support

☐

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Webhook Events

☐ article.create

☐ article.update

☑ article.updatedCallout

☐ article.newCallout

☑ article.publish

☐ article.archive

☐ article.delete

☐ article.statusChange

☐ comment.create

☐ comment.delete

☐ comment.update

Webhook Type

| API   ⌄ |

Endpoint

| https://webhook.site/#!/view/b |

Cancel   Create

Sample completed New Webhook configuration pop-up

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.