Import from Zendesk

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If you or one of your teams has already been using Zendesk as a knowledge base solution, you may have a lot of content there you'd like to move over to KnowledgeOwl. You can import that content from a Zendesk knowledge base/help center directly into your KnowledgeOwl knowledge base with a few clicks.

Zendesk setup

Before you can import content from Zendesk, you'll need to create an OAuth client in Zendesk. Be sure that you have admin access to your Zendesk account and then follow these steps:

1. Log into the Zendesk admin center (`/admin/home`).
2. Navigate to **Apps and integrations**.
3. In the APIs section, choose **OAuth clients**.
4. Select the button to **Add OAuth client**.
5. Give the OAuth client a **Name**, **Description**, and **Company**. The **Identifier** should be auto-populated. Take note of the Identifier as you'll need this for the import configuration.
6. Set the **Client kind** to **Confidential**.
7. **Save**. Once the save is complete, **copy the Secret**. This won't show again once you leave the page, so be sure to paste it somewhere you can refer back to it when following the steps to complete the import.
8. **Save** again.

Import your content from Zendesk

Follow these steps to import from Zendesk:

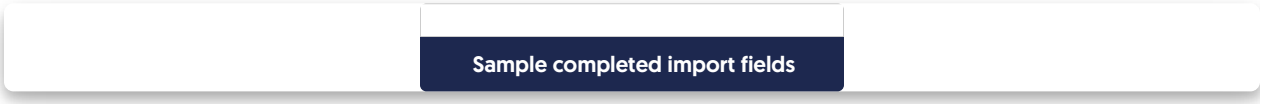
1. In KnowledgeOwl, go to **Tools > Imports**. The **Import content** page opens.
2. Under **Third-party imports**, select **Zendesk**. The **Import Zendesk content** page opens.
3. Enter your Zendesk subdomain name as the **Zendesk domain**. For example, `knowledgeowl` is the domain we'd enter for a help center located at `knowledgeowl.zendesk.com` .

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Don't use Zendesk private domain
If you're using a private domain with your Zendesk account, don't use your full private domain. Use your Zendesk subdomain!

4. In the **Zendesk client ID** field, enter the **Identifier** for your Zendesk OAuth client.
5. Paste the **Secret** you previously copied in the **Zendesk client secret** field.
6. Here's what the import fields might look like importing from a knowledge base that's part of the `knowledgeowl.zendesk.com` **account:**



7. Once you've filled in each of the fields, select **Start import**.

The page updates to display a progress bar. Once the import is complete, a confirmation message displays.

If you're testing the import in a new knowledge base and want to make changes and try to re-import, delete this knowledge base and create a new knowledge base to re-test the import. Refer to Testing imports for more details.

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