



Import from Freshdesk

Last Modified on 02/24/2026 6:06 pm EST

If you or one of your teams has already been using Freshdesk 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 Freshdesk knowledge base/help center directly into your KnowledgeOwl knowledge base with a few clicks.

Before you begin

You'll need two pieces of information from your Freshdesk account before you can import content to KnowledgeOwl:

- Your **Freshdesk subdomain**
- A valid **Freshdesk API key**. Refer to Freshdesk's [How to find your API key](#) documentation for more information.

Import your content from Freshdesk

Follow these steps to import your content from Freshdesk:

1. In KnowledgeOwl, go to **Tools > Imports**. The **Import content** page opens.
2. Under **Third-party imports**, select **Freshdesk**. The **Import Freshdesk content** page opens:



3. Enter your Freshdesk subdomain name as the **Freshdesk domain**. For example, `knowledgeowl` is the Freshdesk subdomain for `knowledgeowl.freshdesk.com`.
4. Enter a **Freshdesk API Key**. Refer to the [Freshdesk API documentation](#) for instructions on finding your API key.
5. 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.