How the widget works

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These instructions relate to a deprecated feature
As of August 2022, we have deprecated the **Legacy** and **Modern** widgets. Refer to Deprecation of Modern & Legacy widget for more information.

One of the biggest concerns folks have when adopting a knowledge base is that toughest of questions: how do I get people to actually use my documentation? Very often, requiring that folks go to yet another website--like your KnowledgeOwl knowledge base--seems like an additional step that will prevent people from really getting the most out of your documentation.

That's where our knowledge base widget comes in handy. Basically, we generate some code so that you can embed your knowledge base in other websites, applications, etc.

The widget will show Popular Articles, let readers search for articles, and can also suggest articles based on the page in your website/application that they're currently on. If you're using our Contact Form, it can also open the Contact Form and let readers send you a message.

How to use the widget

First, you'll configure the widget to your liking in **KB settings > Widget**, using the Modern Widget option.

Then, once you've saved those configurations, copy the embed code provided at the bottom. Give this code to your developers to embed in your website, software application, etc. (We recommend tying it to a button or a link, but there are all kinds of possibilities.) See Widget Installation for more information.

Once your developers have added the embed code and properly tied it to something in your website/application (such as a button, link, etc.), your readers will be able to use the widget.

How to style
The widget won't inherit the CSS styling of your knowledge base, but the CSS styling of the website or application that you've embedded it in. So you may need to have your developers update your website/application styles to style elements of the widget.

If you want to set a list of recommended articles for pages in your website/application, refer to Use the Modern Widget for Contextual Help.

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