Create expanding/collapsing sections in an article

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Over the years, we've worked up a few different solutions for customers who want to collapse some content by default and then expand it--an accordion structure designed to keep pages looking cleaner so readers can engage with what they are most interested in. Here are a few of the solutions we've come up with, so you can adapt them as you see fit.

Use case

Accordion-style text interaction often seems like a great way to avoid overwhelming your readers. However, we like the guidelines provided by Nielsen-Norman Group: if you're hiding content that would effectively answer your readers' questions, it's not a wise move. User experience research shows that most users prefer to scroll rather than click, which requires more interaction. (The exception to this is, of course, mobile-only or mobile-dominant interactions.) That said, they can be a great way to, for example, collapse a detailed example for faster visual scanning while still making it available with one click by readers who need to view it.

If you're going to implement accordion-style collapses, it's a great time to revisit your internal style guide to set good guidance for when and how they should be used.

Use editor Details/summary blocks

The article editor has an option to create Details/summary blocks directly within your articles. These are fantastic to add examples or other small asides on the fly as you need them.

Refer to Add details/summary blocks into articles for instructions on using this setup.

Topic display categories

Topic display categories include a built-in accordion option for the articles they contain. Each article title becomes the label for the expanding section and the article body becomes the "details" section.

Refer to Topic display categories for more information.

Automatically collapse all text between headers

KnowledgeOwl doesn't have a prebuilt feature for this approach, but you can add a customization to your

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knowledge base to handle it.

Below, we walk through two different customization methods for this approach.

Automatically collapse all text text between specific header level

Automatically collapse all text between headers of all sizes

Create collapse/expand sections where you need them

The approaches here let you create collapsing and expanding accordions where you need them, rather than automatically between headers. Only use one of these solutions if the Details/Summary block doesn't meet your needs.

Collapse/expand any chunk of text with a Read More/Read Less link

Collapse/expand text after a header with a +/- option next to the header

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