Use the Modern Widget for Contextual Help: Recommend on Pages

Last modified on 10/01/2026 3:52 pm EDT



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.

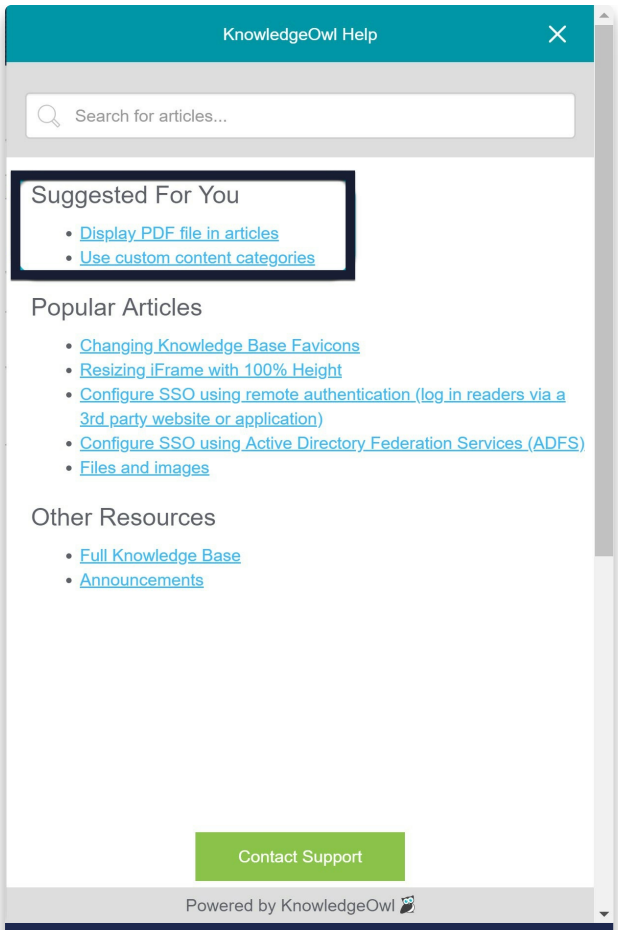
Pages to recommend article (formerly known as **Recommend On Pages** in the old article editor) allows you to provide contextual help to your readers through the embeddable contact form widget or the API. You can provide a list of relevant articles based on the page the person opened the widget from, which may eliminate the need for them to search the knowledge base or contact you.

You can relate individual articles to pages in your knowledge base, website, or application so that they are suggested when the widget loads on the page, or you use the API to return articles for a particular page in your site. For example, if you associate articles with the "/pricing" page on your website, these articles appear when the embeddable contact form loads on this page. Alternatively, if you associate articles with the "/account" page in your application and use the API to pull articles for that page, these articles will be returned for your "/account" page.

The exact display is different depending on which widget type you've selected.

If you're using the Modern Slideout widget, this impacts the Suggested Articles header section (in **KB settings** > **Widget**, you can designate a different name for this section, so it may be called something else):

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Sample Modern widget, Suggested For You section

In order to start using this feature, you'll need to:

- Set the Widget Settings to use the appropriate **Suggested Content** setting
- Add URLs from your main application or website to the articles or categories you'd like to recommend in the widget or API

Setup: Widget settings

First, check your widget's settings and be sure that the Suggested Content option best matches how your website or application is set up:

1. Go to **KB settings > Widget**.

2. In the **Admin Settings** section, look for **Suggested Content**. This has three options:

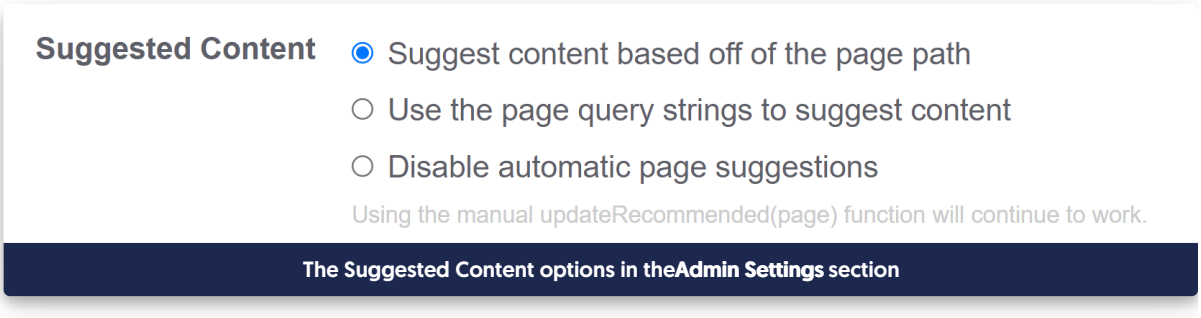
    - **Suggest content based off of the page path** (default): use this setting if the website where you're embedding the widget uses the URL or page path to differentiate pages. For example, we use this setting for the widget in this support knowledge base, since our page URLs are formatted without query strings and with no special characters.

    - **Use the page query strings to suggest content**: use this setting if you want to recommend based on query strings, which appear in the URL as ?*variable*=, such as ?s= or ?client= for example. If your website's URLs

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don't have query strings--or the query strings aren't meaningful for recommendation distinctions--don't use this setting.

- **Disable automatic page suggestions**: this setting is not available in Modern Slideout and Legacy widgets



The Suggested Content options in the**Admin Settings** section

3. Select the option that best fits the URLs of the website where you're embedding the widget.
4. Be sure to **Save** your setting change.

Format your page paths

Always use relative URLs. If we are configuring articles for https://www.knowledgeowl.com, take the portion of the URL that comes *after* that URL. For example, https://www.knowledgeowl.com/pricing becomes "/pricing". Specifically, the pathname of the URL is sent. The fragment and query string are not sent (unless you've selected the option to use query strings! Then you'd want to use query strings here.)

If your website or application includes URLs that have a variable ID field in them, you can replace that ID with {id} in your URL.

{id} limitations
{id} only works with numeric and 24-digit hexadecimal IDs. For IDs that don't match either of those patterns, you would need to use the {custom} option via regex in **KB settings > Widget** and configure custom regex rules appropriately.

You may also need to use some custom regex to handle ID values in your URLs; refer to the **Regex Replace URLs** section in Widget Admin Settings for more details.

Once you have the relative URL for pages you want to specify recommended articles or categories for, you can get started.

If you're using a single page application or the URLs in your website/app don't fit well within this framework, you can call a function to send a path of your choice to the widget. Refer to Use the Modern Slideout Widget on Single Page Applications for more information.

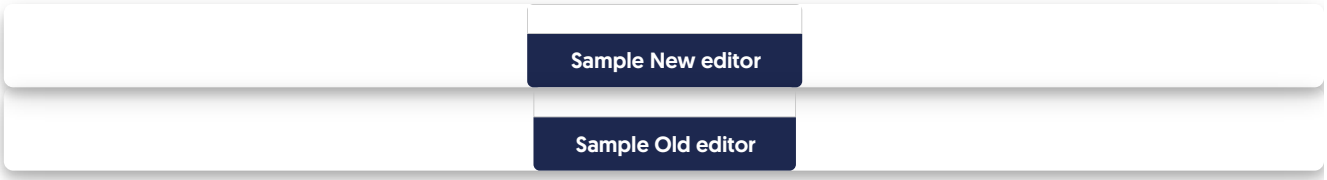
The information below varies based on whether you're using our 2026 new editor or old editor.

To figure out which instructions to follow:

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1. Open any article for editing.
2. If the lefthand navigation is collapsed and there's a link near the top of the page to **Switch to old editor**, follow the **New editor** documentation.
3. If the lefthand navigation is expanded and the top of the editor and the righthand column have a heavier grey background, follow the **Old editor** documentation.

Here are side-by-side examples of the new editor and the old editor:



Try out the new editor
We'd love your feedback on the new editor. To switch to the new editor, open any article for editing and select the **Switch to new editor** link at the top of the editor.

New editor | Category/Old article editor

Reorder recommended articles

If you've added several recommended articles and you'd like to set the order they display in, change the order by editing the article weights for that page in **Reporting > Widget**. Refer to Recommended Article Weights for more information.

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