



Topic articles (Reuse an article within another article)

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You can set an internal [reuse flag](#) to mark any article in your knowledge base as a Topic Article.

Topic articles appear in search and the table of contents like any other article. But they can also be embedded within other articles. This will embed the body of the topic article without the title. This is great for content that needs to be displayed as a set of preliminary or introductory steps, hidden from certain groups, and so on.

There are a few tricks to using topic articles:

- When a topic article is embedded within another article and a reader searches for text within the topic article, search results will only list the topic article, not the article(s) it's embedded in.
- [Automatic highlighting of glossary terms](#) won't work in embedded topic articles; use [manually inserted glossary definitions](#) instead
- Topic articles embedded within *other* topic articles will not display wherever that additional topic article is embedded. So, for example:
 - Topic Article A contains information on your pricing structure
 - Topic Article B contains information on your subscription plans and discounts. Topic Article A is embedded in Topic Article B. Content should load properly.
 - Topic Article B is then embedded in Topic Article C. Topic Article B's own content will load properly, but the content of Topic Article A won't show here.
 - If you need to do something like this, you could consider using a [snippet](#) in place of one of these topic articles.
- Also of note: if you use versions in your topic article, you cannot mark these as [ready for review](#) and see them within the article where the topic article has been embedded--you can only review them within the topic article itself.
- If you are using reader group restrictions on your topic articles: in your live knowledge base, the topic article will only be visible to readers who belong to the reader group(s).
- **Topic articles + pdfs:** Topic articles get a somewhat special treatment when they are embedded in other articles and that other content is downloaded to PDF. Since the PDF generator is reader-agnostic, we use this logic:
 - If the topic article **has no** reader group restrictions, it will be included in all PDF downloads.
 - If the topic article **has** reader group restrictions, it will only be included in a PDF download if that content has a matching reader group that is assigned in the **Restrict to Groups** or **Add More Restrictions** section. (It cannot depend only on an Inherited Restriction.)
 - In all cases, for reader groups to work properly, the topic article must have the reader groups added using the **Restrict to Groups** checkboxes (if it has no inherited restrictions) OR if it has inherited restrictions, the group is also checked in the **Add More Restrictions** section.
 - If the article where it's embedded has no inherited reader group restrictions, but has **Restrict to**

Groups boxes checked, those checkboxes must match what's used in the topic article.

- If the article where it's embedded has inherited reader group restrictions only, the topic article won't be displayed unless you explicitly add the reader group in the **Add More Restrictions** section of the article.
- For PDFs where the topic article is not displayed, the text of the topic article will be completely omitted, as when you view the article in the live knowledge base without belonging to the appropriate reader group.
- For example: let's say I have a topic article that is restricted to my Support reader group, and I have embedded it in several articles. Here's what I can expect in the PDF download of those articles:

Article title	Reader group restrictions	Article PDF result
How to Fly	None	Topic article not displayed
Dare to be Birds	Restricted to Customer reader group in Restrict to Groups	Topic article not displayed
It's Owl Good	Restricted to Support reader group in Restrict to Groups (matches my topic article)	Topic article displayed
Welcome Owlboard	Inherited restriction to Support reader group	Topic article not displayed
Lions and Tigers and Owls	Inherited restriction to Support reader group and restricted to Support reader group in Add More Restrictions (matches my topic article)	Topic article displayed

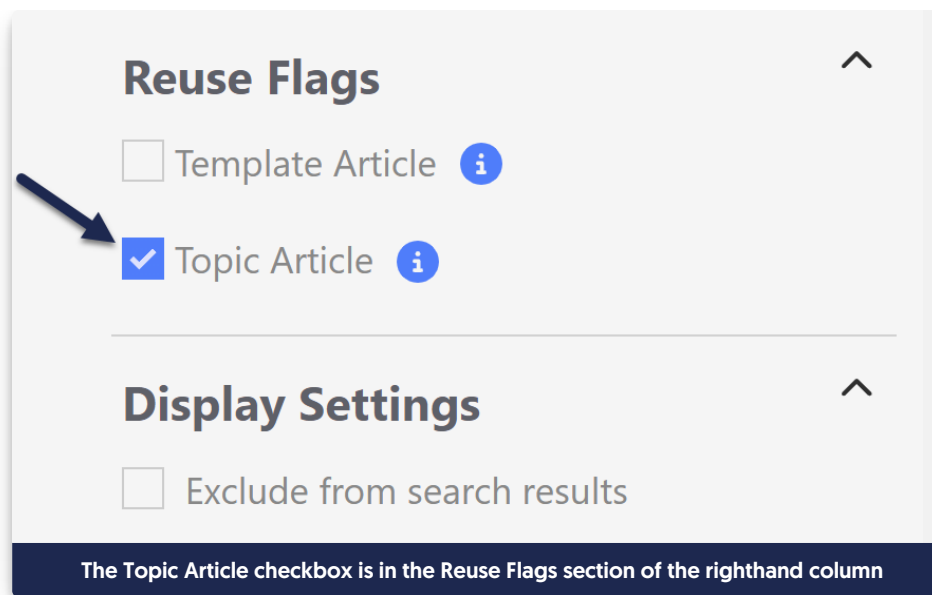
As you can see from this information: if the article that you're embedding your topic article within only has inherited reader group restrictions, you have to also explicitly assign those same reader groups to the article in order for the topic article to show up in the article PDF.



If you're looking for a solution that's not searchable on its own, but is still a reusable element, consider using [snippets](#) instead!

Create a topic article

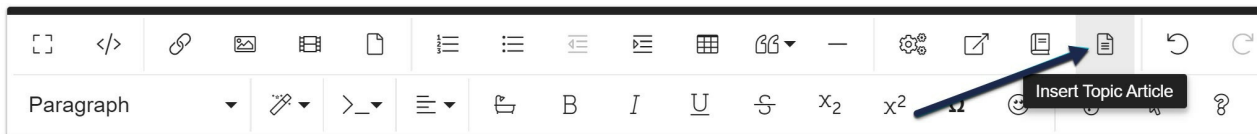
You can make any article into a topic article by checking the Reuse Flags box for **Topic Article** in the article editor. Be sure to click **Save** to save your changes.



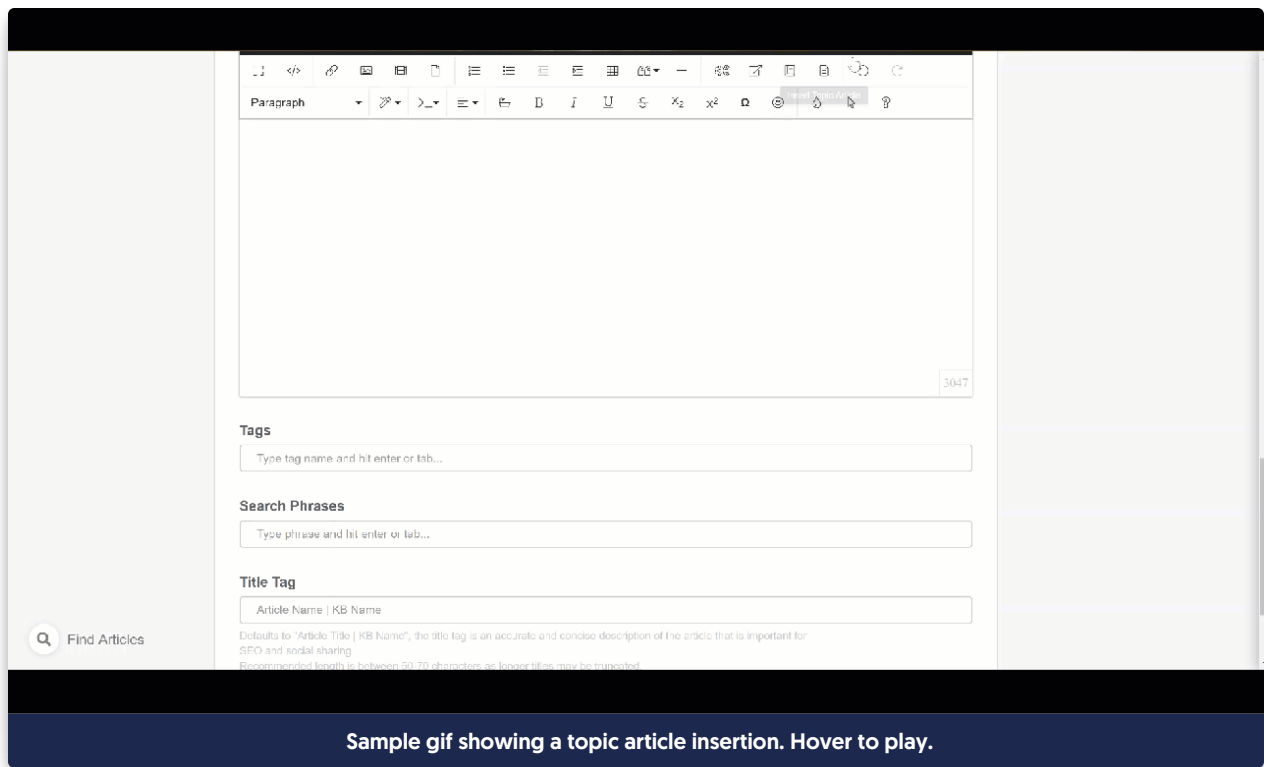
Insert a topic article into another article

Once you have one or more topic articles created, you can insert them in other articles.

1. In the article you want to display the topic article in, click the **Insert Topic Article** icon in the editor:



2. This will open a pop-up where you can search for articles that have been flagged as topic articles.
3. Type in the name of the topic article you want to insert. The search will autosuggest as you type. Once you find the topic article you want to insert, click on it and click the **Insert Topic Article** button.



4. You'll see a `[[kb-topic:xxxxx]]` inserted.

5. Click **Save** to save your changes.

The body of your topic article will now display within the main article.

Use cases

There are three main use cases for topic articles.

Reused text

As Linus works on his documentation, he has an article that details a series of steps all of his support agents have to go through every time they access customer information. This set of steps appears at the start of roughly half of his documentation. Rather than copy and paste these steps into every other document or link out to those steps, he can set the login steps article as a Topic article. Then he can insert this topic article into each of the documents where those are preliminary steps.

There are two advantages to this: it saves him time (inserting a topic article takes only a couple seconds) and it keeps the steps more consistent. If the steps change, he only needs to edit the topic article and all the related articles will display those new, updated steps.

Customer-facing documentation with internal-only text

One of the knowledge bases Linus works on is a customer-facing product support knowledge base. But Linus also

has a team of customer support agents who reference these documents. He wants to be able to include support-specific steps in those customer-facing documents, without having to create copies or a separate knowledge base.

Topic articles, like all articles, can be shown or hidden based on the Restrict to Groups settings. Linus can create the support-specific steps as a topic article. When he inserts that topic article into his customer-facing documentation, he can put it in the section of the customer documentation it's most relevant for. Customers won't be able to see it, but his support agents *will* be able to see it.

Video or file libraries

Linus has a knowledge base where each video is its own article, in different categories. But he wants to be able to display a collection of his videos in one place, as a kind of video library. He can set each video article to be a topic article, and then he can create a single longer article and insert each of his video library topic articles into it.

This allows each of his videos to be searchable and navigable independently, but also makes it easy for him to have a consolidated library of all of his resources.
