Internal title

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For each article, besides adding a short title to be used in the table of contents, you can also add an internal title. Internal titles are used only within app.knowledgeowl.com. Your readers never see them.

Internal titles can be useful when you have a lot of articles with very similar names and you want to be sure you're selecting the correct article when you use:

- The Insert Link to Article option in the article editor
- The Related Articles section
- Delete an article and search for an article to redirect it to

They can also be useful when you want to call an article one thing to your readers, and something else to your content contributors. For example, maybe you have a feature that's been renamed and your team all calls it by the old name but your documentation uses the new name. An internal title can be a great way to help your authors still find that article.

KnowledgeOwl displays the internal title instead of the full article title in these places within app.knowledgeowl.com:

- The **Pages** hierarchy
- The **Search [knowledge base]** search in the top navigation
- The Manage Articles interface (search and article list)
- The Manage Articles CSV export > **Internal Title** column
- The Insert Link to Article modal/search
- The Related Articles search
- The **Add** > **Article** > Copy from existing article search
- The **Add** > **Article** >Sync with an existing article search
- If the article is a synced article, the internal title will be used in the shared content messages in the editor

How to add an internal title

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

To figure out which instructions to follow:

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.

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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 | Old editor

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