



Introducing category internal titles

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Do you have similarly-named categories or subcategories? Have you ever struggled to find the correct category when you're inserting a link to a category, or you want to move an article from one category to another?

If you've struggled with this in the past, you might want to consider using internal category titles. We've long had internal titles for articles, and we had feedback from a number of customers that an internal category title would be useful when you have similarly-named categories.

Internal category titles are alternative titles for your categories which will be displayed only within app.knowledgeowl.com. Your knowledge base readers won't ever see them. Think of them as an administrative convenience, a way to name something internally so it's easy to find, separate from the category title you present in your knowledge base.

Want to use these in your knowledge base? Read on for more information.

For each category, you can add an internal title. Internal titles are used only within app.knowledgeowl.com - your readers do not see them when viewing the knowledge base.

Internal titles can be useful when you have a lot of categories or subcategories with very similar names, and you want to be sure you're selecting the correct category when you use:

- The [Insert Link to Article](#) option in Modern Editor
- The [Related Articles](#) section
- The Change Article Category option in the article editor

To add an internal title to a category:

1. Open the category settings. Refer to [Edit a category](#) for more information.
2. Select **Add Internal Title**.

The screenshot shows the KnowledgeOwl category settings page. The breadcrumb trail is: KnowledgeOwl Support > Knowledge Base > Library > Settings > Reporting > View KB. The page title is 'Features'. The permalink is 'https://support.knowledgeowl.com/help/widget-20'. The 'Full Category Title' is 'Contextual Help Widget (2.0)'. The 'Add Internal Title' link is highlighted with a blue arrow. The 'Category Description' contains an embed code for a knowledge base widget. The 'Subcategory Display Type' is set to 'Title and description'. The 'Status' is 'Active'. The 'Category Type' is 'Default'. The 'In Category' is 'Features'. A dark blue banner at the bottom says 'Click the Add Internal Title link'.

3. This will show the Internal Category Title field. Add the title you want to use internally to this field.

The screenshot shows the KnowledgeOwl interface for editing a category. The 'Internal Category Title' field is highlighted with a blue arrow and contains the text 'Widget 2.0'. The 'Full Category Title' field contains 'Contextual Help Widget (2.0)'. The 'Category Description' field contains the text 'Embed a widget of your knowledge base in your website, company intranet, or web-based software application to show knowledge base'. The right sidebar shows the 'Status' dropdown set to 'Active', the 'Category Type' dropdown set to 'Default', and the 'In Category' dropdown set to 'Features'. A dark blue banner at the bottom of the page displays the text 'Sample Internal Category Title'.

4. Select Save.

Where will I see internal category titles?

The internal title is displayed instead of the Full Article Title in these places within app.knowledgeowl.com:

- The Articles hierarchy
- In the editor, the Category display beneath the Author field, along with the pop-up search to change categories when that gear icon is clicked
- The [Manage Articles CSV export](#) > Basic > Category and Breadcrumbs columns
- The [Insert Link to Article](#) pop-up/search in the editor
- The [Related Articles](#) search in the editor (only Topic Display and Custom Content categories show up in this list)
- If you have synced categories between different knowledge bases, the internal title will display in the editor messages identifying the synced categories.

Use cases

My knowledge base might contain one category for each of my products, and I might use the same subcategory hierarchy for each product. So this might be my first two products:

- Opportunities for Owls
 - Setup instructions
 - Troubleshooting & tips
 - Customization
- Fight & Flight
 - Setup instructions
 - Troubleshooting & tips
 - Customization

When I want to reference the Fight & Flight Customization subcategory to assign an article to it, or Link to Article to that subcategory, right now if I search Customization, both of these will come up and I won't be able to tell which is for Opportunities for Owls and which is for Fight & Flight. I don't want to change the titles of the categories themselves, because I don't want my customers to see that difference.

I can add an Internal Title to both categories to distinguish them, and that's what will be used for all app.knowledgeowl.com layouts:

- Opportunities for Owls
 - Setup instructions - OfO
 - Troubleshooting & tips - OfO
 - Customization - OfO
- Fight & Flight
 - Setup instructions - F&F
 - Troubleshooting & tips - F&F
 - Customization - F&F

This way, when I link to a category or I edit the category, I can search for Customization - F&F and know I'm always getting the correct category.
