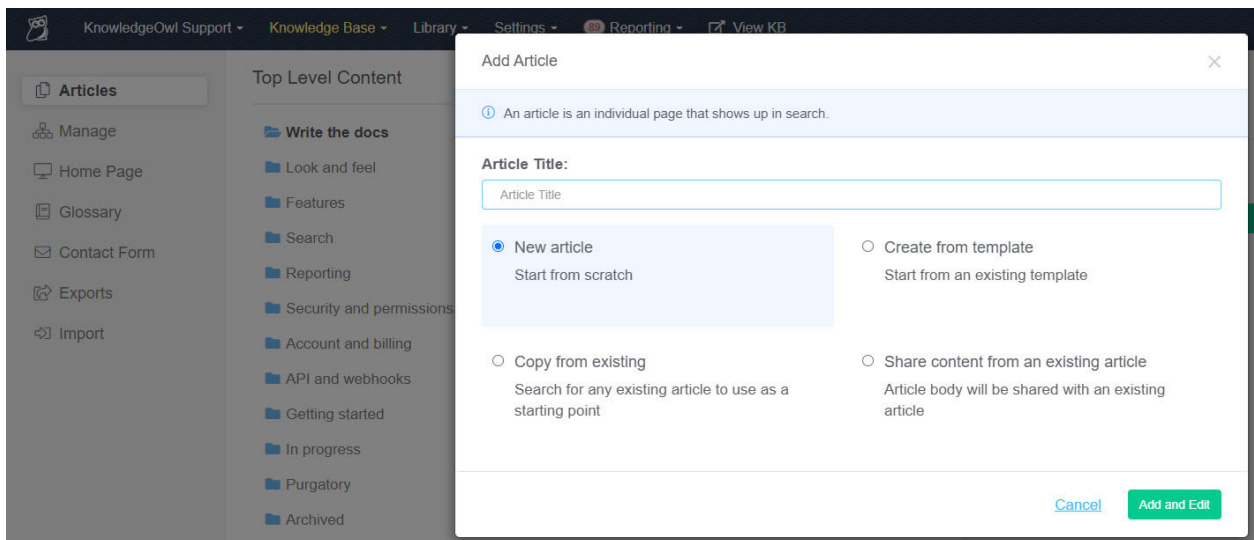# Create a new article

**Last Modified on 08/05/2025 11:35 am EDT**

**Learn how to create a new article from scratch, reuse other articles, and use article templates.**

## Article creation guide

**To create a new article:**

1. Navigate to the category where you want to create the article.

2. Select **+ Add Article**.

3. Enter a title for your article in the **Article Title** field.

4. Select how you want to create the article. Some of these trigger further steps. The options are:

   - **New article from scratch**

   - **Create from template**: when you select this, KnowledgeOwl displays the **Choose a Template Article** dropdown. This lists all articles that are set as **templates**. Select the template you want to use. This creates a one-off copy of the template. There is no ongoing link between the template and the new article, so updates to the template do not affect the article.

   - **Copy from existing**: when you select this, KnowledgeOwl displays options to browse for an article by title, in any of your knowledge bases. Select a knowledge base, then start typing the title of the article you want to copy.

   - **Share content from an existing article**: the steps for this are similar to copying from an existing article. However, we recommend following the detailed instructions in the **Share articles between categories and knowledge bases** section, to ensure you know exactly how the content syncing works.

5. Select **Add and Edit** to create the article and open the editor.

# Create a new blank article

Select this option during article creation to begin with a blank article.

Refer to the **Article creation guide** for step-by-step instructions.

# Create a new article from template

You can mark specific articles as templates in the **Reuse Flags** section of the editor. When you create a new article from a template, it creates a one-off copy of the template.

There is no ongoing link between the template and the new article, so updates to the template do not affect the article. Refer to the **Article creation guide** for step-by-step instructions.

### Create a new article from template

To create a new article using an existing template:

1. Enter a **Title** for your new article in the **New article** modal.

2. In the **Content** section, select **Create from template**.

3. Select the template you'd like to use as a starting point in the **Select a Template** dropdown.

4. Select **Create**.

The article editor opens with the content of the template copied into it. This is a one-off copy. Make the edits you'd like to the article.

Refer to the **Article creation guide** for more details.

**Create a template from an article**

Follow these steps to turn any article into a template:

1. Open the article for editing.

2. In the **Reuse Flags** section of the righthand column, check the box for **Template Article**.

   The Template Article checkbox is in the Reuse Flags section of the editor's righthand column

3. Be sure to **Save** your changes.

The article will now be available in the **Select a Template** dropdown of the **New article** modal when you select **Create from template**.

## Structure template (sample)

This is a sample template for providing style and structure guidance. Refer to Create from template for information on creating articles using templates. You could create a template article with a setup similar to this sample, in order to provide guidance to your writers.

When thinking about what to include in your template, consider using a style guide.

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# Heading 2: Major topic

Body paragraph. Anything not in a list should be formatted like this. References to specific menu/navigation options should be capitalized, e.g.: Click on Settings > Style. In general, avoid using italics. Use bold only when it feels necessary.

### Heading 3: Subheading for Heading 2

**Heading 4: You should really consider restructuring your content and breaking it up**

Numbered Lists:

1. Always use numbered lists for step-by-step instructions.

2. Step 1. Each step should be a single, clear step in the process.

3. Screenshots should be included in the list item so that they are properly indented. Include arrows or callouts using branded color palette. Use rounded square for shape call-outs.
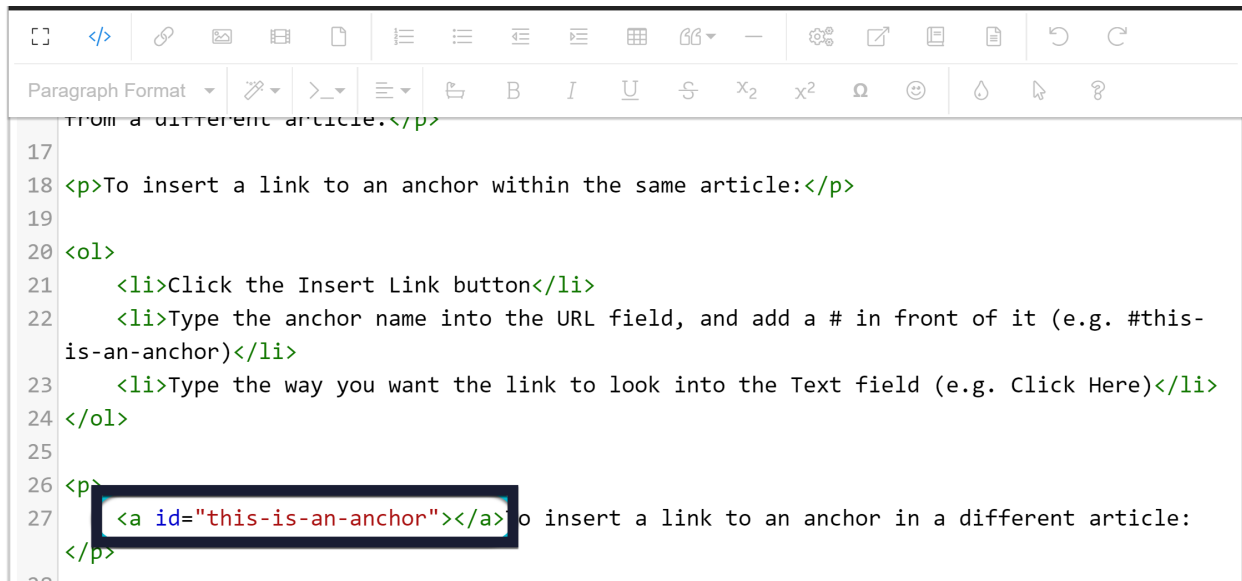
4.  **Sample code should be included in the list item so that it is properly indented:**

```
<a href="#">Here's some sample code in just preformatted style</a>
```

**Bullet point lists:**

- **Always use bullet point lists for lists rather than instructions**
- **Think carefully about list length. Longer lists are harder to process; it's recommended to keep bulleted lists to about seven items. Read more about making your content brain friendly.**
- **Good use of bold: when you have a bullet point list with items that also have descriptions**
- **Keep your list consistent; list items should either all end in periods or should have no periods**
- **Screenshots relevant to the list should be within the bulleted list item:**

```
17  from a different article.</p>
18  <p>To insert a link to an anchor within the same article:</p>
19
20  <ol>
21      <li>Click the Insert Link button</li>
22      <li>Type the anchor name into the URL field, and add a # in front of it (e.g. #this-
    is-an-anchor)</li>
23      <li>Type the way you want the link to look into the Text field (e.g. Click Here)</li>
24  </ol>
25
26  <p>
27      <a id="this-is-an-anchor"></a>o insert a link to an anchor in a different article:
    </p>
```

**Pro Tip:** Use **Alert Success** for things that could be classified as tips or "Pro Tips". These look better if they start with a bolded phrase.

**Note:** Use **Alert Info** for useful notes and asides. These aren't tips; they're a note or point that you want to call attention to.

**Warning:** Use **Alert Danger** for things that are destructive, permanent, or otherwise dangerous. If making a change or not following this step is going to cause disaster and chaos, tell people!

# Copy an existing article

You can copy an existing article from any of your knowledge bases, to use as a starting point for your article. Unlike the shared content article, copying an article does not create a link between the two articles. Any changes you make in the new article will not affect the old article.

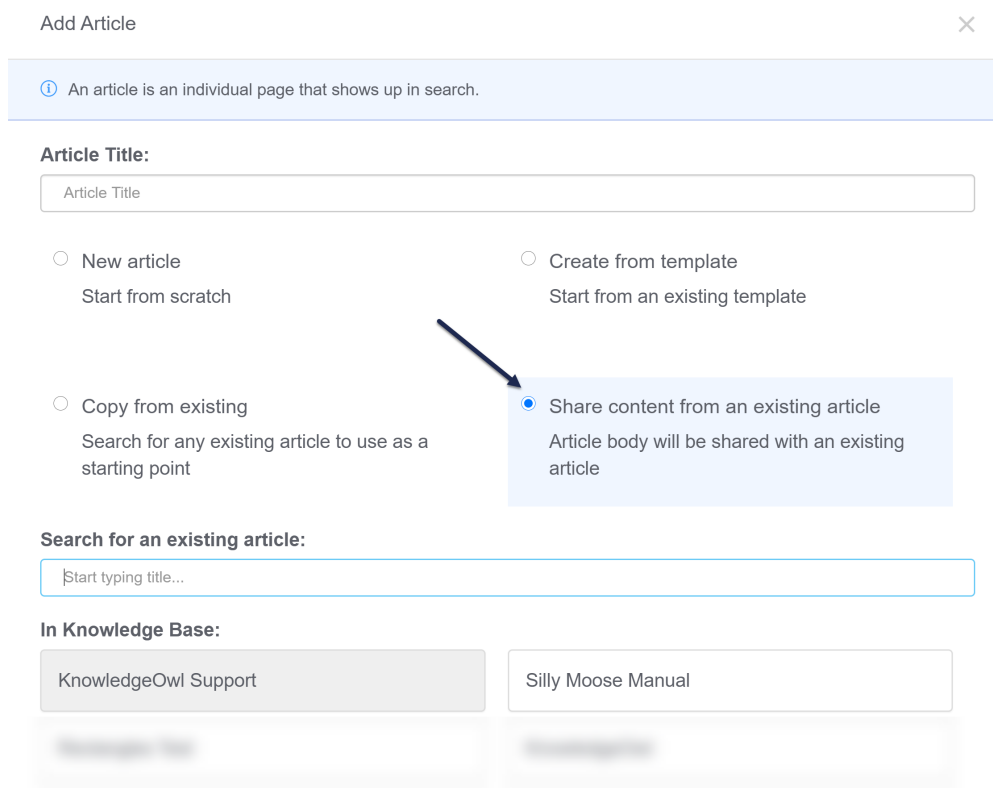Refer to the Article creation guide for step-by-step instructions.

## Share articles between categories and knowledge bases

You can use a single article in multiple categories and across knowledge bases. The content (body) of the article as well as all versions stay in sync across all shared articles. Each article can have its own title, restrictions, and callouts. These are called shared content articles.

Updating the content of any of the articles updates the content of all of them.

To share an existing article in another category or knowledge base:

1. On the **Articles** page, navigate to the location where you wish to add the article.

2. Select + **Add Article.**

3. Select **Share content from an existing article.**



4. Additional options appear below. If you have multiple knowledge bases, the knowledge base you're currently in is selected, but you can select a different knowledge base's articles to search.

5. Next, in the **Search for existing article** field, start typing part of the article's name. This is an exact match

**search, and the dropdown will offer you articles that match your search.**

Add Article                                                           ✕

ⓘ  An article is an individual page that shows up in search.

**Article Title:**

Article Title

○ New article                        ○ Create from template
Start from scratch                    Start from an existing template

○ Copy from existing                  ● Share content from an existing article
Search for any existing article to use as a   Article body will be shared with an existing
starting point                        article

**Search for an existing article:**

Start typing title...

**In Knowledge Base:**

KnowledgeOwl Support                  Silly Moose Manual

6.  **Once the article you wish to share content with appears, select it.**

7.  **This will copy the Article Title field at the top, based on the shared content article's title. You can change this if you wish.**

8.  **Once you're done selecting the article and editing the title (if needed), click the Add and Edit button in the lower right to complete the content sharing.**



9.  **This will open the new, shared content article. It will have all the content of the article you selected when**

**you created it. It will open in Draft mode and will have a banner reminding you that this content is linked to an article in another location. Use the links in this banner to quickly navigate to the synced content article or the knowledge base where this is located.**

| | | | | |
|---|---|---|---|---|
| **Full Article Title** | Add Short Title | | Add Internal Note | Add Internal Title |

> How do I know when there are comments pending approval?

> ⚠ This is a child shared content article. Updating it will update its parent shared content article. Stop sharing this content
> - View comments pending approval in KnowledgeOwl Support

**Sample warning message for a child shared content article**

10. **You are now free to make any other changes as necessary to the article. Remember that any changes to the article body will be updated in all shared content articles.**

For information on what gets shared and how, see **Shared content articles.**

# Generate article content with AI

**Stuck with writer's block? Use AI to generate a rough draft or outline for a new article!**

> **Prerequisite**
> An account administrator must **enable Owl Intelligence** and your author role must have permission before you can use this feature.

## How it works

We'll send a very specific prompt based on the information you provide to our LLM using Amazon Bedrock. No other information or content from your knowledge base is sent, and your data is never stored or used for training.

Refer to our **Owl Intelligence feature overview** for more information.

# Generate an article

**To use this method for article creation:**

1. On the **Articles** page, navigate to the location where you wish to add the article.

2. Select **+ Add Article.**

3. Select **Generate content with Owl Intelligence.** Additional information about this account generation option displays.

4. Select **Open AI authoring tools.** The modal updates to display the **Generate article content using AI** options.

5. Choose whether you want to create a **First draft** or an **Outline** in the **What would you like to create?** section.

   a. **First draft** generates full, detailed content.

   b. **Outline** generates sections and headings along with placeholder text.

6. Enter or update the **Article title**.

7. **Finish this sentence "Write an article about..."** to enter the subject you want the article to be about.

   a. Enter up to 500 characters.

8. Choose the type of article you'd like to generate from the **What type of article is this?** dropdown. Refer to **Article types** below for guidance on which type to select.

9. Select your intended audience for the article from the **Who is this article for?** dropdown.

10. Select the tone of voice you want the article written in from the **What tone of voice do you want the article written in?** dropdown.

11. Once you've made your selections, select **Generate Content**.

12. The modal updates to show you the content as AI generates it so you can preview what it looks like. Here's what ours looks like after selecting these options:

    a. **What would you like to create?:** First draft

    b. **Article title:** Mad Hatter's riddle

    c. **Finish this sentence: "Write an article about...":** why is a raven is like a writing desk?

    d. **What type of article is this?:** Explanation

    e. **Who is this for?:** General public / end users

    f. **What tone of voice do you want the article written in?: Professional and concise**

    **Sample generated article content preview**

    If you realize you need to make changes to how the output is generated, select **Edit prompt** to refine your prompt.
    Once you're happy with the results, select **Create article**.

13. The article editor opens with the generated content.

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**Writer's block?**
Use Owl Intelligence to generate templates or outlines or use some of our team's favorite amusing prompts from **Article title prompts for Owl Intelligence.**

# Article types

Owl Intelligence will generate one of eight different article types. Here's a bit more information on the format Owl Intelligence will generate for each type:

- **How-to guide**: A practical, step-by-step guide to completing a task. Begins with a short summary followed by a list of clear steps.
- **Explanation**: A conceptual article providing background, rationale, or a deep dive into a topic.
- **Reference**: A structured, factual description of options, fields, or features. Information should be presented in a consistent format like tables and bullet points.
- **Tutorial**: A beginner-friendly, end-to-end walkthrough for learning something new. Begins with context and prerequisites, details the walkthrough, and then provides next steps.
- **Policy**: A formal rule or guideline using clear, declarative statements.
- **Procedure**: A standardized, internal process described in clear, ordered, numbered steps.
- **FAQ**: Generates a Frequently Asked Questions (FAQ) format with clear questions and comprehensive answers.
- **KCS knowledge article**: A real-world, question-driven article that documents an issue, environment, and resolution. Should Include sections for Issue, Environment, Resolution, and Cause (if known), similar to some of the standard KCS knowledge article templates.

# URL redirect article

What if the content you'd like to include in your knowledge base isn't IN your knowledge base? Maybe you'd like to reference the page of another site, or a press packet your PR department has put together.

You can set up both categories and articles as URL redirects. For articles, this means you can administer the article as an article (restrict it to groups, restrict editing to teams, use the article call-outs, assign related articles) but when someone clicks on the title of the article or navigates to the URL, they'll be redirected to the URL you set up, instead.

URL redirects can be great when used with:

- Links to external sites/files you don't want or can't move into KnowledgeOwl
- Links to files stored within KnowledgeOwl, where you want the file to open directly (See the **KnowledgeOwl W-9** for an example of this type!)

> URL redirect articles will not display in the **Popular Articles Report** or the **Published Articles with 0 Views** report, since we do not currently track view data for this article type.

You can create a new article as a URL redirect or convert an existing article to be a URL redirect. To do so:

1. In the **URL Redirect** section of the righthand menu of the article editor, check the box next to **Redirect this article to a different URL.**

**Article Callouts**  ^

⦿  No Status

○  [ NEW ]  Article Status

○  [ UPDATED ]  Article Status

☐  ▦  Video Content

**URL Redirect**  ^

☑  Redirect this article to a different URL

**Inherited Restrictions**  ⓘ

None

The URL Redirect section is located between Article Callouts and Inherited Restrictions

2. **Once checked, this will add a section between the full article title and the editor where you can add the URL you'd like to redirect to:**

Permalink: https://support.knowledgeowl.com/help/ | why-is-a-category-not-coming-up-in-search

**Full Article Title**   Add Short Title                    Add Internal Note   Add Internal Title

> Why is a category not coming up in search?

**Redirect URL**

> https://

[ Redirect to File ]

**Redirect Link Behavior**

● Open link in new tab
○ Open link in same tab

> The content below will not be displayed while the external redirect setting is enabled. It will be indexed for search results.

3. **Now, add the URL you'd like to redirect to.**

   a. **For external URLs, type or paste the URL you'd like to use into the** Redirect URL **field. Here, we're redirecting to the International Owl Center's Owl Glossary page:**

   **Full Article Title**   Add Short Title                    Add Internal Title

   > Redirect article

   **Redirect URL**

   > https://www.internationalowlcenter.org/owlglossary.html

   [ Redirect to File ]

   **Redirect Link Behavior**

   ● Open link in new tab
   ○ Open link in same tab

   > ⚠ The content below will not be used while the external redirect setting is enabled.

   **Sample external redirect URL**

   b. **To redirect to a file uploaded to KnowledgeOwl (or to directly upload a file to KnowledgeOwl to redirect to), click the** Redirect to File **button:**

Permalink: https://support.knowledgeowl.com/help/ | why-is-a-category-not-coming-up-in-search

**Full Article Title**     Add Short Title

Add Internal Note     Add Internal Title

Why is a category not coming up in search?

**Redirect URL**
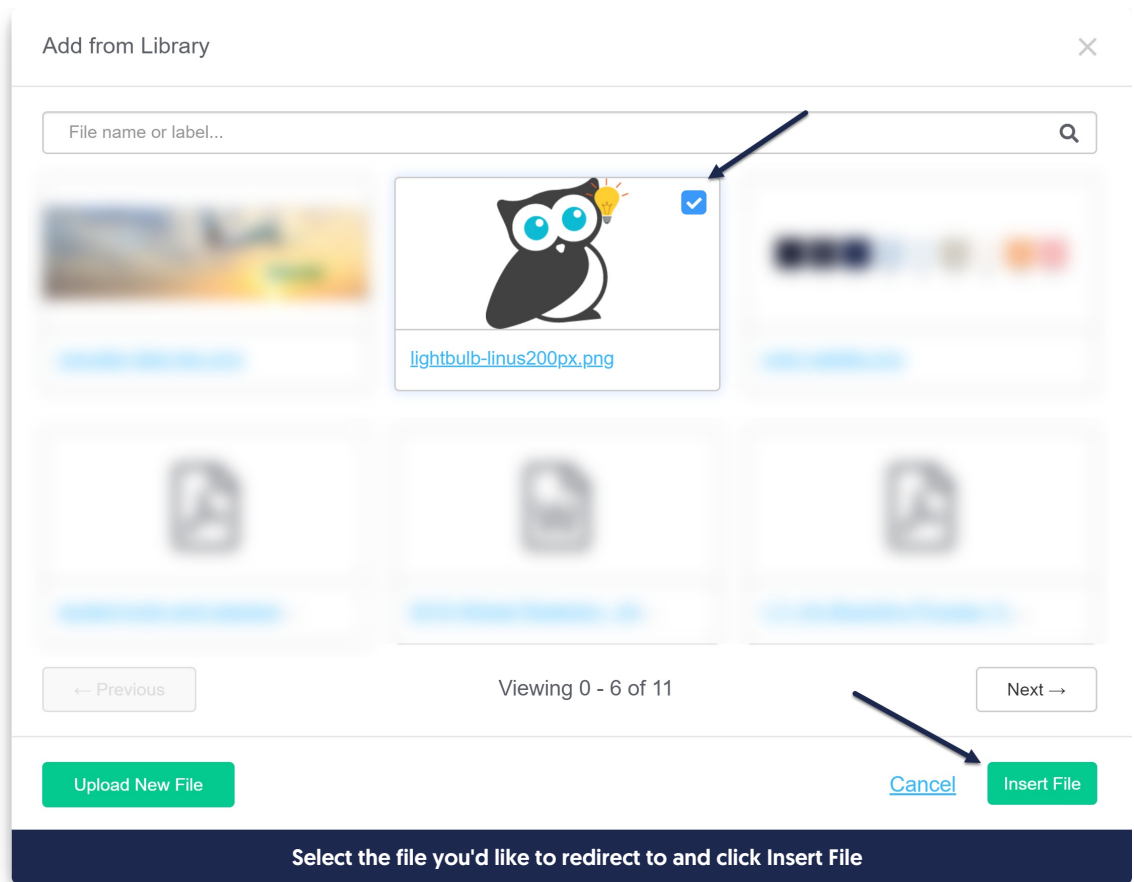
https://

Redirect to File

**Redirect Link Behavior**
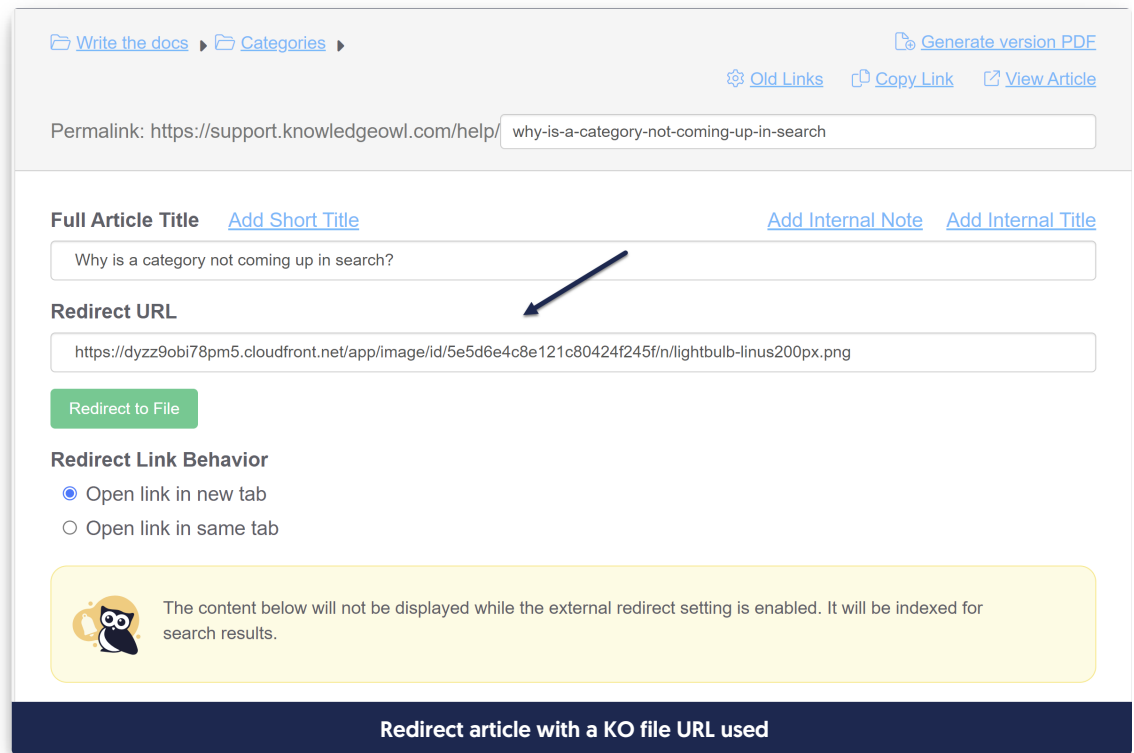
◉ Open link in new tab

○ Open link in same tab

The content below will not be displayed while the external redirect setting is enabled. It will be indexed for search results.

**Click the Redirect to File button**

i.  **This will open an Add file from Library pop-up where you can select the file you'd like to insert. Browse or search for the file. (Or click Upload New File to add a new one.) Click on it to select it, then click the Insert File button in the lower right.**

## Add from Library                                                    ✕

| File name or label... | 🔍 |



lightbulb-linus200px.png

←  Previous            Viewing 0 - 6 of 11            Next →

| Upload New File |              Cancel    **Insert File** |

**Select the file you'd like to redirect to and click Insert File**

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**ii.** **The URL of the file will be added to the** **Redirect URL** **field:**

📁 Write the docs  ▸  📁 Categories  ▸                    📄 Generate version PDF

⚙ Old Links    📋 Copy Link    ⧉ View Article

Permalink: https://support.knowledgeowl.com/help/ | why-is-a-category-not-coming-up-in-search |

**Full Article Title**   Add Short Title                Add Internal Note    Add Internal Title

| Why is a category not coming up in search? |

**Redirect URL**

| https://dyzz9obi78pm5.cloudfront.net/app/image/id/5e5d6e4c8e121c80424f245f/n/lightbulb-linus200px.png |

| Redirect to File |

**Redirect Link Behavior**
● Open link in new tab
○ Open link in same tab

> 🦉 The content below will not be displayed while the external redirect setting is enabled. It will be indexed for search results.

**Redirect article with a KO file URL used**

4. **Set whether you'd like the redirect link to open in a new tab or in the same tab. (Open link in new tab is used by default.)**



5. **Save your article.**

> 🦉 URL redirect articles do not work within topic display categories that use the **Override Article Links** setting. This is because the override gets applied before the URL redirect.

**To switch an article from being a URL redirect to being a normal article, uncheck the "Redirect this article to a different URL" box. Once you save, the article will function normally and display whatever content is in the editor.**

> ✅🦉 Anything included in the body of the article *will still be indexed for search* even though it won't be displayed. You can use this to your advantage to help provide additional words or terminology to help people find this article!

**For example, if you're using a file stored within KnowledgeOwl, the content of that URL redirect file will not automatically be indexed for search. If you'd like it to be:**

- **For PDFs, you can insert the PDF into the body of the article using the Upload File option. When you save the article, we'll scrape the contents of the PDF for search.**
- **For non-PDF files, you can open the file, copy text in it, and paste that into the article body. You don't have to worry about how weirdly it's formatted, since it's not displayed, but having the text here will help it get indexed for search!**