Modern Widget vs. Widget 2.0 Comparison

Last Modified on 06/25/2025 12:15 pm EDT

For customers already using Modern or Legacy Widget, sometimes we're asked: Why should I switch to Widget 2.0?

We're so glad you asked.

First, the big reason: We've deprecated the Legacy and Modern Widgets.

> **We no longer actively develop or support Legacy or Modern Widget**
> We stopped fixing most bugs with these widgets in August 2022 and stopped releasing features and functionality for them in January 2022.

We made this change to keep our resources focused on the features our customers use most. Widget 2.0 offers a lot of things that Modern Widget (and Legacy Widget) didn't.

Here's a full side-by-side feature comparison of Modern widget and Widget 2.0.

First, a quick breakdown of the color coding:
- No background: Widget 2.0 and Modern Widget have the exact same feature.
- Green background: Widget 2.0 has a feature that Modern Widget lacks.
- Yellow background: Widget 2.0 has a feature that exists in a different way from Modern Widget; you decide which you prefer.
- Red background: Widget 2.0 lacks a feature that Modern Widget has.

Area	Feature	Modern Widget	Widget 2.0
Layout & Navigation			
	Widget layout	Single page, contact form accessed through button	Separate tabs for Knowledge, Recommended, and Contact
	Widget container width	Preset; uneditable	Preset; uneditable
	Navigation through knowledge base	Limited; navigation through Popular Articles list, Recommended Articles list, hyperlinks within content, and search only	Full navigation possible through Knowledge tab

Area	Feature	Modern Widget	Widget 2.0
	Breadcrumbs	No content breadcrumbs displayed	Summary breadcrumbs always displayed; full breadcrumb display available with toggle
	Open in full site link in footer	Must be manually created/added	Automatically included in footer
	Scroll to top link in footer	Must be manually created/added	Automatically included in footer
	Accessibility	Widget iframes have ids, but no titles	Widget iframes have ids and titles
Content Display			
	Article content display	Supported	Supported
	Custom content category display	Supported	Supported
	Topic display category display	Supported	Supported
	Default category display	Not supported; prompts to open in full site	Supported
	Blog style category display	Not supported; prompts to open in full site	Supported
	Display of recommended articles	In **Suggested For You** section (if none, section isn't displayed)	In **Recommended** tab (Widget opens to this tab if there are any; if none, opens to Knowledge tab)
	Popular Articles list	Displayed in its own section	Not displayed anywhere
Search			
	Typeahead search vs. full search UI	No visible difference/hard to tell which search is being used	Visible difference and text to make full search discoverable
	Glossary terms in search results	Not supported	Supported
	Contact form search	Regular search bar shown, but no deflection in contact form subject	Contact Form subject does auto-suggested search, so ticket deflection is possible
Authentication			
	Supported authentication methods	JWT, OAuth2	JWT, OAuth2
Custom Widget Content			
	Custom body content	HTML block editable in settings to insert under Suggested for you/Popular Articles display	No explicit custom body content section

Area	Feature	Modern Widget	Widget 2.0
	Custom footer content	HTML block editable in settings	HTML block editable in settings
Contact Form			
	Contact Form Zendesk custom fields	Supported	Not supported
	Contact Form custom fields	Supported	Not supported
	Contact Form multiple email addresses	Supported	Supported
	Contact Form spam protection	Not supported	Supported; automatic for KO subdomains; Google reCAPTCHA method must be manually configured for private domains
Reporting			
	Article views	Tracked in Popular Articles report	Tracked in Popular Articles report

Why stick with Modern Widget?

In case tables aren't your thing, there are a couple features in Modern Widget that do not yet exist in Widget 2.0:

- Zendesk contact form integration using custom fields
- Contact Form custom fields
- Popular Articles in-widget display
- Editable Custom HTML block in widget body

If you're heavily using those features, Modern Widget might not be right for you.

If you use these features and that's the only thing holding you back from making the switch, please contact us so we can add you to these feature requests and let you know once they're available!