



# How are KnowledgeOwl knowledge bases structured?

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Within your knowledge base, there are two basic types of content:

- **Categories:** used to define the hierarchy/navigation of your content
- **Articles:** individual pages of content

You can create as many categories, subcategories, and articles as you'd like.

To help you create the exact content hierarchy you want, we include a few different options within these content types. For categories:

- **Default categories:** These categories are used to display the subcategories or articles within them, and have a few display options for how you'd like that info displayed.
- **Blog style categories:** Can only contain articles. These categories display in reverse chronological order, with most recent at the top by default, including a brief article meta description/blurb.
- **Topic display categories:** Can only contain articles. These categories display the full text of all articles they contain, and you have options to enable a Quick Links style table of contents at the top, collapsing/expanding articles, and more.
- **Custom content categories:** Can contain categories or articles, or nothing. These categories give you the full editor control of an article, while displaying in the navigation like a category. Great if you want something to look like a category in the table of contents but be editable like an article.
- **Shared content categories:** For use when you have multiple knowledge bases and you want to sync a category and its content between knowledge bases.
- **URL redirect categories:** Display like a regular category, but can redirect to any URL. Great for sharing files or documents, or directing to resources outside of KnowledgeOwl.

Articles also have a few options:

- **Topic articles:** This is a box you can check on any article to make it available to embed within another article.
- **Template articles:** This is a box you can check on any article to make it available as a template. When you create a new article, you can choose to create from template and see a list of all articles designated as templates.
- **URL redirect article:** Like the URL redirect category, you can set up an article to redirect to any URL. Great for sharing files or documents, or directing to resources outside of KnowledgeOwl.