Shared & synced content

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Have you ever wanted to put the same article in multiple categories? Do you have multiple knowledge bases and some content that should be the same in each of them?

If you answered "yes" to either question, you'll want to check out our synced content options.

Within a single knowledge base, you can create Synced articles to have the same article's content exist within multiple categories. This will keep the article's body in sync but the synced articles have different permalinks and titles, can belong in different categories, and have different reader group restrictions.

If you have multiple knowledge bases, you can use Synced categories to sync entire categories between one knowledge base and another. This form of syncing is more thorough (it syncs the permalink and the titles, for example).

And, in very rare cases, you may want to create synced knowledge bases.

Learn more about your synced content options below!

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