Synonyms

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Use synonyms to tell search when several words or phrases mean the same thing as another.

Standardize your content to use a single term and use synonyms to have your search fluidly handle different words or phrases your readers might enter.

You define:

- the **base word**: the actual word you use in your content
- one or more **synonyms**: alternate words or phrases that should return search results containing the base word.

Synonyms can be a single word or a phrase.

When you save your content, our search index checks for your base words and adds the synonyms to the search index, just as if your content actually contained those words.

When someone searches for one of those synonyms, they'll get search results for articles that have your base word.

For example, we use the phrase "knowledge base". We believe quite strongly in it as a two-word phrase. We've even blogged about it.

But we know that not spells it this way.

So we define "knowledge base" as a base word in this Support knowledge base, and then include "kbase", "knowledgebase", and "k base" as synonyms.

So if someone searches for "kbase", they'll get articles that contain "knowledge base" instead. (Don't believe us? Go search for kbase now. ☺)

Synonyms can be viewed and edited in KB settings > Search and synonyms in the Synonyms tab.

> **Authors with the default Editor role can create, edit, and delete synonyms. If you're using a custom role, you'll need to have the KB Settings custom author role permission to Update search settings, synonyms, and reindex content for search.**

Synonyms are fantastic for things like:

- **Variations of the official term you use for something**
- **Acronyms or abbreviations your readers might search for that correspond to official terms--this way you**

don't necessarily have to include both the fully-written-out term and the acronym in every article

Create a synonym

> **Requires reindex**
> Creating synonyms requires you to **run a search reindex** for your changes to take effect. Nothing will be hurt if you wait to run the reindex; your new synonyms just won't work until you do!

To create a new synonym:

1. Go to **KB settings > Search and synonyms**. The **Search and synonyms** page opens to the **General settings** tab.

2. Go to the **Synonyms** tab.

3. Select **+ Add New Synonym**. The **Add synonym** page opens.

4. Enter the **Original word** you want to define synonyms for. This should be the official or base word that you're using in your content.

5. Then add one or more **synonym**s for that word. (Use the plus icon to the right of the **synonym** box to add multiple synonyms for the same **Original word.**)

6. Once you're done adding Synonyms, select **Save synonyms.**

Once you've added a synonym, the page prompts you to **Run a search reindex**. We recommend running that reindex after-hours if your knowledge base is actively used. After you've run the reindex, your new synonym will be live!

Edit a synonym

> **Requires reindex**
> Editing synonyms requires you to **run a search reindex** for your changes to take effect. Nothing will be hurt if you wait to run the reindex; your edited synonyms just won't work until you do!

To edit a synonym:

1. Go to **KB settings > Search and synonyms**. The **Search and synonyms** page opens to the **General settings** tab.

2. Go to the **Synonyms** tab.

3. Find the synonym you'd like to edit and select the gear cog icon in the **Actions** column of that row.

Select the gear cog icon to begin editing your synonym.

The **Edit synonym** page opens.

4. To remove an existing synonym, select the red **X** next to the synonym.

5. To add a new synonym for the same **Original word,** enter the new synonym in the **Add synonym** text box.

6. If you need to add multiple new synonyms, use the plus sign next to the **Add synonym** text box to add additional fields.

7. Once you're done making your changes, be sure to **Save synonyms.**

Once you've edited a synonym, the page prompts you to Run a search reindex. We recommend running that reindex after-hours if your knowledge base is actively used. After you've run the reindex, your edited synonym(s) will be live!

Delete a synonym

There are two ways to delete a synonym:
- Delete an individual synonym but leave the base word and other synonyms in place
- Delete a base word and all of its synonyms

Refer to the more detailed instructions for each below.

> **Requires reindex**
> Deleting synonyms requires you to run a search reindex for your changes to take effect. Nothing will be hurt if you wait to run the reindex; your deleted synonyms will just still work in search until you do!

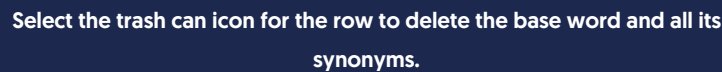### Delete an individual synonym

To delete a synonym but leave the base word and other synonyms for that base word in place:

1. Go to **KB settings > Search and synonyms**. The **Search and synonyms** page opens to the **General settings** tab.

2. Go to the **Synonyms** tab.

3. Find the base word/synonym you'd like to edit and select the gear cog icon in the **Actions** column of that row.
   □

4. Find the synonym you'd like to remove in the **Existing synonyms** list.

5. Select the red **X** next to that synonym to remove it.

6. Repeat for any additional synonyms you'd like to remove.

7. Once you've finished removing Existing synonyms, be sure to **Save synonyms.**

Once you've removed a synonym, the page prompts you to **Run a search reindex**. We recommend running that reindex after-hours if your knowledge base is actively used. After you've run the reindex, your removed synonyms will no longer impact search.

Delete a base word and all its synonyms

1. Go to **KB settings > Search and synonyms**. The **Search and synonyms** page opens to the **General settings** tab.

2. Go to the **Synonyms** tab.

3. Find the base word you'd like to edit and select the trash can icon in the **Actions** column of that row.

   Select the trash can icon for the row to delete the base word and all its synonyms.

   The **Delete synonym** modal opens to confirm you want to delete this word and all its synonyms.

4. Once you've confirmed the base word named in the modal text is the one you with to delete, select **Delete** to confirm the deletion.

Once you've deleted a base word and synonym, the page prompts you to **Run a search reindex**. We recommend running that reindex after-hours if your knowledge base is actively used. After you've run the reindex, your deleted synonyms will no longer impact search.