



# Import from Zendesk

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If you or one of your teams has already been using Zendesk as a knowledge base solution, you may have a lot of content there you'd like to move over to KnowledgeOwl. You can import that content from a Zendesk knowledge base/help center directly into your KnowledgeOwl knowledge base with a few clicks.

## Before you start

Be sure you have admin access to your Zendesk account before you try to import, since you'll need access some options in Admin Center. Specifically, you'll need:


- your Zendesk subdomain
- a Zendesk user email with access to the Zendesk knowledge base you're importing content from
- a valid Zendesk API token

## Import your content from Zendesk

1. Confirm you can get the required information from Zendesk. [Generally you can do all of this if you can access /admin/home in your Zendesk account.]
2. In KnowledgeOwl, go to **Knowledge Base > Import**.
3. **Select Zendesk Import.**

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Zendesk Import  Freshdesk Import

**Zendesk Domain** <sup>4</sup>  

This should be the first part of your Zendesk knowledge base URL. For example `knowledgeowl.zendesk.com`

**Zendesk Username** <sup>5</sup>

User associated with this email must have the correct access rights for the knowledge base to import

**Zendesk API Key** <sup>6</sup>


**Start Import** <sup>7</sup>

4. Enter a **Zendesk Domain**: this is your Zendesk subdomain name. For example, `knowledgeowl` is the domain we'd enter for a help center located at [knowledgeowl.zendesk.com](https://knowledgeowl.zendesk.com).
  - If you're using a private domain with your Zendesk account, you'll still want to use your Zendesk subdomain here, not the full private domain.

5. Enter a **Zendesk Username**: this is the email address of an existing Zendesk user account which has access to the Zendesk knowledge base. If you've accessed Zendesk to gather this information, you can generally use your own.
6. Enter a **Zendesk API Key**: Enter a valid Zendesk API token. See the [Zendesk API documentation](#) for instructions on creating a new API token. Here's what the import fields might look like importing from a knowledge base that's part of the [knowledgeowl.zendesk.com](#) account:

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Sample import fields

7. Once you've filled in each of the fields, select **Start Import**.

The import will display a progress bar and confirm once it completes. If you're testing the import in a new knowledge base and want to make changes and try to re-import, you can delete this knowledge base and create a new knowledge base to re-test the import. See [Testing imports](#) for more details.