



⚡ New and improved Zapier integration

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You can now connect KnowledgeOwl with thousands of other apps through our owlifical [Zapier integration](#). Use it to automate repetitive tasks and build your own integrations without any code.

With a free or paid Zapier account, you can build Zaps, which are workflows that automate repetitive task. Zaps are made up of triggers and actions. Triggers are events that start a Zap, and actions are the events the Zap perform.









Supported triggers and actions

[What does this mean?](#)

Triggers

Actions

Triggers & Actions

| | |
|---|--|
|  Article Create Triggers when an article is created. ▼ |  New Callout Triggers when a New callout is added to an article. ▼ |
| Trigger ⌚ Instant Try It → | Trigger ⌚ Instant Try It → |
|  Article Publish Triggers when an article is published. ▼ |  Article Status Change Triggers when an article's publishing status changes. ▼ |
| Trigger ⌚ Instant Try It → | Trigger ⌚ Instant Try It → |
|  Updated Callout Triggers when an Updated callout is added to an article. ▼ |  Comment Submit Triggers when a comment is submitted. ▼ |
| Trigger ⌚ Instant Try It → | Trigger ⌚ Instant Try It → |
|  Contact Form Submit Triggers when a contact form is submitted. ▼ |  Create Article Create an article in your knowledge base. ▼ |
| Trigger ⌚ Instant Try It → | Action ✍ Write |

With KnowledgeOwl, you can currently create a Zap based on 7 triggers. Here are a list of triggers with example Zaps you could build:

1. Article Create

Example: When an article is created in KnowledgeOwl, add a row to a Microsoft Excel worksheet.

2. Article Publish

Example: When an article is published in KnowledgeOwl, send a message to a channel in Microsoft Teams.

3. Article Status Change

Example: When an article's status changes from draft to ready to publish in KnowledgeOwl, create a new issue in Jira.



Use Zapier Filter with this trigger to define the specific statuses you want to target.

4. Comment Submit

Example: When a comment is submitted in KnowledgeOwl, create a task in Asana.

5. Contact Form Submit

Example: When a contact form is submitted in KnowledgeOwl, create a ticket in HubSpot.

6. New Callout

Example: When a New callout is added to an article in KnowledgeOwl, create a page or blog post in Confluence.

7. Updated Callout

Example: When an Updated callout is added to an article in KnowledgeOwl, add a row to a spreadsheet in Google Sheets.

You can also use the Zapier action **Create Article**, and here are just a few ways we've seen it used in Zaps used so far:

- **Create articles from emails**

Example: When an email is received at a custom Zapier email address, create an article in KnowledgeOwl with the email subject as the article title and the email body as the article content.

- **Import articles from a csv or Excel file**

Example: Use Zapier Transfer (beta!) to migrate an exported list of articles from Salesforce into KnowledgeOwl.

- **Create articles from completed tasks**

Example: When a task is completed in a specific Asana project, create an article in KnowledgeOwl.

Do you already use Zapier or are you interested in automating some of your KnowledgeOwl workflows? We'd love to help you streamline your processes and integrate KO into your existing systems.

Contact us if you would like to help us test out the Zapier integration and provide feedback on how we can make it even better.

Let us know how we can help make your life easier and we hope this integration helps!