Generate article content with AI

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Stuck with writer's block? Use AI to generate a rough draft or outline for a new article!

Prerequisite
An account administrator must Set up Owl Intelligence and your author role must have permission before you can use this feature.

How it works

We'll send a very specific prompt based on the information you provide to our LLM using Amazon Bedrock. No other information or content from your knowledge base is sent, and the AI models never store your data or use it for training.

Refer to our Owl Intelligence feature overview for more information.

Generate an article

To use this method for article creation:

1. On the **Pages** page, navigate to the location where you wish to add the article.
2. Select **+ Add**, then select **Article**.
3. Select **Generate content with Owl Intelligence**. Additional information about this account generation option displays.
4. Select **Open AI authoring tools**. The modal updates to display the **Generate article content using AI** options.
5. Choose whether you want to create a **First draft** or an **Outline** in the **What would you like to create?** section.
    a. **First draft** generates full, detailed content.
    b. **Outline** generates sections and headings along with placeholder text.
6. Enter or update the **Article title**.
7. **Finish this sentence "Write an article about..."** to enter the subject you want the article to be about.
    a. Enter up to 500 characters.

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8. **Optional:** Check the **Apply style guide** checkbox if you want the generated content to follow your style guide. This option is only relevant if you have created a style guide in **KB settings > Style guide**.

9. Choose the type of article you'd like to generate from the **What type of article is this?** dropdown. Refer to Article types below for guidance on which type to select.

10. Select your intended audience for the article from the **Who is this article for?** dropdown.

11. Select the tone of voice you want the article written in from the **What tone of voice do you want the article written in?** dropdown.

12. Once you've made your selections, select **Generate Content**.

13. The modal updates to show you the content as AI generates it so you can preview what it looks like. Here's what ours looks like after selecting these options:

    a. **What would you like to create?:** `First draft`

    b. **Article title:** `Mad Hatter's riddle`

    c. **Finish this sentence: "Write an article about...":** `why is a raven is like a writing desk?`

    d. **What type of article is this?:** `Explanation`

    e. **Who is this for?:** `General public / end users`

    f. **What tone of voice do you want the article written in?: Professional and concise**

    

    If you realize you need to make changes to how the output is generated, select **Edit prompt** to refine your prompt.
    Once you're happy with the results, select **Create article**.

14. The article editor opens with the generated content.



Writer's block?
Use Owl Intelligence to generate templates or outlines or use some of our team's favorite amusing prompts from Article title prompts for Owl Intelligence.

Article types

Owl Intelligence will generate one of eight different article types. Here's a bit more information on the format Owl Intelligence will generate for each type:

- **How-to guide:** A practical, step-by-step guide to completing a task. Begins with a short summary followed by a list of clear steps.
- **Explanation:** A conceptual article providing background, rationale, or a deep dive into a topic.

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- **Reference:** A structured, factual description of options, fields, or features. Information should be presented in a consistent format like tables and bullet points.
- **Tutorial:** A beginner-friendly, end-to-end walkthrough for learning something new. Begins with context and prerequisites, details the walkthrough, and then provides next steps.
- **Policy:** A formal rule or guideline using clear, declarative statements.
- **Procedure:** A standardized, internal process described in clear, ordered, numbered steps.
- **FAQ:** Generates a Frequently Asked Questions (FAQ) format with clear questions and comprehensive answers.
- **KCS knowledge article:** A real-world, question-driven article that documents an issue, environment, and resolution. Should Include sections for Issue, Environment, Resolution, and Cause (if known), similar to some of the standard KCS knowledge article templates.

I'm out of Owl Intelligence credits

Each KnowledgeOwl plan comes with a set amount of Owl Intelligence credits each month. If you're low or totally out of Owl Intelligence credits, you can contact our support team to buy extra credits without having to upgrade your plan. Refer to How can I buy extra AI credits? for more information.

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