



CSV export tips and tricks

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We've seen customers use the Manage Articles CSV export in a variety of ways, but here are some of our favorite tricks.

Review content hierarchy

To review which articles are located in all your categories, include the **Category** and **Breadcrumbs** columns:

- **Category** lists the article's direct parent category.
- **Breadcrumbs** lists the article's full table of contents hierarchy.

Audit reader group restrictions

If you'd like to review which articles are viewable by certain groups--or which are public versus restricted--include the **Restrict to Groups** and the **Inherited Group Restrictions** columns:

- **Restrict to Groups** lists reader group restrictions that have been assigned to the individual article
- **Inherited Group Restrictions** lists reader group restrictions that the article has inherited from the category or categories it's in.

View articles from the CSV export

If you'd like someone who views the CSV to be able to open articles directly from it, add the **App Edit Link** and **View Article Link** columns:

- **App Edit Link** includes the app.knowledgeowl.com link to open the article in edit mode.
- **View Article Link** provides the URL of the article as it appears in your live knowledge base.

Review shared/synchronized content

If you use [Shared content articles](#) or [Shared content categories](#), audit child synced articles by including the **Shared Content Article** and **Linked to Article** columns:

- **Shared Content Article** displays the article ID of parent shared content articles.
- **Linked to Article** displays the article ID of articles within shared content categories.

Redirect audits

Over time, redirects set up in a knowledge base can grow wild and unwieldy. To review your redirects, include the **Redirect URL** and **Old Links** columns:

- **Redirect URL** displays the URL entered for [URL redirect articles](#).
- **Old Links** displays any of the article's [old links](#) to handle permalink changes or redirect archived or deleted

articles.
