Email notifications

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Send email notifications of your knowledge base events to one or more email addresses to keep your team aware of changes to your knowledge base content or let authors know when you have new comments or contact form submissions.

All notification emails are sent from **KnowledgeOwl Notifications** using our support email address.

Create a new email notification

> Only authors with **Full Account Admin** rights can create, edit, and delete notifications.

To create a new email notification for your knowledge base:

1. Go to **Account** > **Notifications**. The Notifications page opens.
2. Select **+ Create notification**. The Create new notification modal opens.
3. Enter a **Name** for this notification. This name is displayed as the title of the card in the **Email notifications** display.
4. Select **Email** from the **Notification channel** dropdown.
5. Enter the email addresses you'd like to send the notifications to in the **Email recipients** field.
    a. To enter multiple email addresses, add a comma or hit Enter after each email address.
    b. You can also paste a comma-separated list of email addresses in.
6. Enter the **Knowledge bases** you'd like to trigger these notifications for.
    a. The field defaults to **All Knowledge Bases**. Once you enter a specific knowledge base, the notifications will only send to the selected knowledge bases.
7. If you've restricted your notifications to a single knowledge base, you can search for a category to **Limit article events to a single category**. This option isn't available if you've selected multiple or all knowledge bases for the notification.
8. Select the **Events** you'd like to receive notifications about from the dropdown. Refer to Available email notification events for more detailed information about each event type and its expected email format.

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9. Select **Create notification**.

The page updates to display your **Email notifications**, including your newly created notification. As soon as any of your selected notification event(s) occurs, email notifications will be sent to the email addresses you selected.

Edit an email notification

> Only authors with **Full Account Admin** rights can create, edit, and delete notifications.

To edit an existing notification:

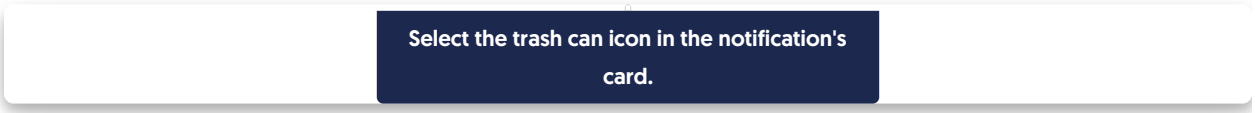
1. Go to **Account > Notifications**.
2. Select the tab for the type of notification you wish to edit (Email, Slack, Teams, or webhook).
3. Hover over the card for the notification you wish to edit.
4. Select the wrench icon that appears in the upper right:
   The **Edit Notification** modal opens.
5. Make the changes you'd like.
6. Select **Update notification** to save your changes.

Delete an email notification

> Only authors with **Full Account Admin** rights can create, edit, and delete notifications.

To delete a notification:

1. Go to **Account > Notifications**.
2. Select the tab for the type of notification you wish to Delete (Email notifications, Slack notifications, or webhooks).
3. Hover over the card for the notification you wish to delete.
4. Select the trash can icon that appears in the upper right:



   The **Delete notification** modal opens. Verify that the named notification is the one you want to delete.

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5. Select **Delete** to confirm the deletion.

Available email notification events

You can trigger an email notification on article events, category events, comment events, and contact form events. Below is a complete list of the available knowledge base events along with some sample email notifications.

Need something else?
If you have an event that you'd like to receive email notifications on that's not listed below, contact us to request we add it!

Article created

The **Article created** event is triggered when an author selects **Create** for a new article.

Sample Article created email notification

Subject: Article created: [Article title]

Body:

> **Who:** [Author name] (author@domain.com)
>
> **What:** Article created
>
> **Title:** [Article title]
>
> Edit Article (link to the article in app.knowledgeowl.com)

Article updated

The **Article updated** event is triggered whenever an author saves changes to an article.

It does not provide information about what was changed.

Sample Article updated email notification

Subject: Article updated: [Article title]

Body:

> **Who:** Author Name (author-email@domain.com)
>
> **What:** Article updated

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> **Title:** [Article title]
>
> Edit Article (link to the article in app.knowledgeowl.com) | View Live Article (link to the article in your live knowledge base--only shown if the article's status is Published or Needs Review)

Article updated callout added

The **Article updated callout added** event is triggered when an author saves an article with the Updated callout. It's only triggered if the article previously didn't have an existing New/Updated callout.

Sample Article updated callout added email notification

Subject: Article updated callout added: [Article title]

Body:

> **Who:** Author Name (author-email@domain.com)
>
> **What:** Updated callout expiring on [Callout expiration date] added to article
>
> **Title:** [Article title]
>
> Edit Article (link to the article in app.knowledgeowl.com) | View Live Article (link to the article in your live knowledge base)

Article new callout added

The **Article new callout added** event is triggered when an author saves an article with the New callout. It's only triggered if the article previously didn't have an existing New/Updated callout.

Sample Article new callout added email notification

Subject: Article new callout added: [Article title]

Body:

> **Who:** Author Name (author-email@domain.com)
>
> **What:** New callout expiring on [Callout expiration date] added to article
>
> **Title:** [Article title]
>
> Edit Article (link to the article in app.knowledgeowl.com) | View Live Article (link to the article in your live knowledge base)

Article published

The **Article published** event is triggered when when an author publishes a previously unpublished article, either in

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the article editor or through a bulk edit in Manage.

Sample Article published email notification

Subject: Article published: [Article title]

Body:

> **Who:** Author Name (author-email@domain.com)
>
> **What:** Article published
>
> **Title:** [Article title]
>
> Edit Article (link to the article in app.knowledgeowl.com) | View Live Article (link to the article in your live knowledge base)

Article archived

The **Article archived** event is triggered when an author saves an article with the Archived publishing status or archives articles in Manage.

Sample Article archived email notification

Subject: Article archived: [Article title]

Body:

> **Who:** Author Name (author-email@domain.com)
>
> **What:** Article archived
>
> **Title:** [Article title]
>
> Edit Article (link to the article in app.knowledgeowl.com)

Article deleted

The **Article deleted** event is triggered when an author deletes an article, whether from **Pages**, the article editor, or as a bulk edit in Manage.

Sample Article deleted email notification

Subject: Article deleted: [Article title]

Body:

> **Who:** Author Name (author-email@domain.com)

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> **What:** Article deleted
>
> **Title:** [Article title]
>
> Edit Article (link to the article in app.knowledgeowl.com)

Article publishing status changed

The **Article publishing status changed** event is triggered when an article's saved with a different publishing status.

This event will also trigger any time the Article published, Article archived, and Article deleted events trigger.

Sample Article publishing status changed email notification

Subject: Article status changed: [Article title]

Body:

> **Who:** Author Name (author-email@domain.com)
>
> **What:** Article status changed from *[Original status]* to *[New status]*.
>
> **Title:** [Article title]
>
> Edit Article (link to the article in app.knowledgeowl.com) | View Live Article (link to the article in your live knowledge base--only shown if the new status is Published or Needs Review)

Category created

The **Category created** event is triggered when an author selects **Create** for a new category.

Sample Category created email notification

Subject: Category created: [Category title]

Body:

> **Who:** [Author name] (author@domain.com)
>
> **What:** Category created
>
> **Title:** [Category title]
>
> Edit Category (link to the article in app.knowledgeowl.com) | View Live Category (link to the category in your live knowledge base)

Category deleted

The **Category deleted** event is triggered when an author deletes a category, whether from **Pages** or the category

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editor.

Sample Category deleted email notification

Subject: Category deleted: [Category title]

Body:

> **What:** Category deleted
>
> **Title:** [Category title]
>
> Edit Category (link to the article in app.knowledgeowl.com)

Category status changed

The **Category status changed** event is triggered when a category is saved with a different status than it had before. Categories only have two statuses, **Active** and **Deleted**, so in practice this fires alongside the Category deleted event.

Sample Category status changed email notification

Subject: Category status changed: [Category title]

Body:

> **What:** Category status changed from [Previous status] to [New status]
>
> **Title:** [Category title]
>
> Edit Category (link to the article in app.knowledgeowl.com)

Category updated

The **Category updated** event is triggered whenever an author saves changes to a category.

It does not provide information about what was changed.

Sample Category updated email notification

Subject: Category updated: [Category title]

Body:

> **What:** Category updated
>
> **Title:** [Category title]
>
> Edit Category (link to the article in app.knowledgeowl.com) | View Live Category (link to the category in your

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> live knowledge base)

Comment created

The **Comment created** event is triggered when a reader submits a new comment or an author creates a new comment from **Reporting > Comments**.

Sample Comment created email notification

Subject: Comment submitted: [Article title]

Body:

> **What:** Comment submitted
>
> **Posted by:** Commenter name (commenter-email@domain.com)
>
> **Comment:** [The text of the comment submitted.]
>
> **Article title:** [Article title]
>
> View Comments (Link to your knowledge base's **Reporting > Comments**) | Edit Article (link to the article in app.knowledgeowl.com)

If the comment was created by an author in **Reporting > Comments**, that author is identified in an additional **Who** entry between **What** and **Posted by**.

Comment deleted

The **Comment deleted** event is triggered when an author deletes a comment.

Sample Comment deleted email notification

Subject: Comment deleted: [Article title]

Body:

> **What:** Comment deleted
>
> **Who:** [Name of author who deleted the comment]
>
> **Posted by:** Original commenter name (commenter-email@domain.com)
>
> **Comment:** [The text of the comment submitted.]
>
> **Article title:** [Article title]
>
> View Comments (Link to your knowledge base's **Reporting > Comments**) | Edit Article (link to the article in

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> app.knowledgeowl.com)

Comment updated

The **Comment updated** event is triggered whenever an author edits a comment, such as by approving or deleting it.

Sample Comment updated email notification

Subject: Comment updated: [Article title]

Body:

> **What:** Comment updated
>
> **Who:** [Name of author who made the update]
>
> **Posted by:** Original commenter name (commenter-email@domain.com)
>
> **Comment:** [The text of the comment submitted.]
>
> **Article title:** [Article title]
>
> View Comments (Link to your knowledge base's **Reporting > Comments**) | Edit Article (link to the article in app.knowledgeowl.com)

Comment status changed

The **Comment status changed** event is triggered when an author changes a comment's status, for example from Pending to Approved or Deleted.

Sample Comment status changed email notification

Subject: Comment status changed: [Article title]

Body:

> **What:** Comment status changed from *[Old comment status]* to *[New comment status]*.
>
> **Who:** [Name of author who changed the status]
>
> **Posted by:** Commenter name (commenter-email@domain.com)
>
> **Comment:** [The text of the comment submitted.]
>
> **Article title:** [Article title]
>
> View Comments (Link to your knowledge base's **Reporting > Comments**) | Edit Article (link to the article in app.knowledgeowl.com)

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Contact form submitted

The **Contact form submitted** event is triggered when a reader submits the Contact Form.

Sample Contact form submitted email notification

Subject: Contact form submitted: [Contact form subject]

Body:

> **What:** Contact form submitted
>
> **Who:** Submitter name (submitter-email@domain.com)
>
> **Subject:** [Contact form subject text]
>
> **Body:** [Contact form body text]
>
> ---
>
> **IP Address:** [IP address]
>
> **Browser:** [Browser]
>
> **Operating System:** [Operating system info]
>
> **User Agent:** [User agent string]

Reader metadata
If you don't want the submitter's IP Address, Browser, Operating System, and User Agent included in these email notifications, refer to What data is collected in the Contact Form? to either exclude it from emails or to disable storing it completely.

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