

⋈ Nat'l Oyster Day bugfixes

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Last month we celebrated National Fried Clam Day, and this month we have another maritime treat to enjoy! National Oyster Day is upon us, and it's time to share the [sea?] fruits of our labor with you. So here are a couple of recent improvements we have made to KnowledgeOwl:

Zapier add can now change your reader's reader groups

You can use our Zapier integration to automate a lot of work in your knowledge base.

Now you can use it to do one more thing: change which reader group(s) a reader may belong to. This can help reduce administrative burden, especially if your readers are commonly reassigned to different groups. For example, we built this to help one of our customers who had their readers change groups after they completed certain training.

Widget can now be embedded on sites with COEP security header

We now support embedding the Widget on sites that use the Cross-Origin-Embedder-Policy (COEP): credentialless security header. When this parameter is enabled, the Widget automatically adds the required Cross-Origin-Embedder-Policy: credentialless and Cross-Origin-Resource-Policy: cross-origin headers to all embedded pages and resources. This ensures the widget loads properly on sites with stricter cross-origin security policies without being blocked by the browser.

To keep with the oyster theme, I've stretching myself trying to align irritants and dirt with bugs, and bugfixes with the pearls oysters make from those annoyances. I couldn't find an elegant way to get there, so instead I will just go ahead and tell you about the bugs we've recently fixed:

Header anchors + custom content category landing pages

We released our header anchors feature and later discovered it was creating unintended anchor links on certain custom content category landing pages. When header anchors were enabled and you'd used a custom content category merge code, some of those merge code-generated displays were adding the on-hover anchor link # to them--including category panels. We've resolved this issue, so you should no longer see unexpected anchor links appearing in custom content categories with merge codes.

Searches for full email addresses of readers created a sea of

results

We had a bug that made it very difficult to search and find the reader you were looking for. If you searched for a full email address (for example ruf@knowledgeowl.com) your results would include all readers with the same domain in the email address (all email addresses that end in @knowledgeowl.com in this example). For large companies where thousands of readers might have the same domain in their email address, this made the search for readers pretty well useless. That has been resolved now, so you can find Ruf's reader account easy-peasy from here.