⬚ HubSpot, CSV, and other new import options

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Thanks to all of you who submitted to our integrations survey! All the thinking about integrations has inspired our team to focus on one of the easier integrations we can add to: imports.

We're now offering even more ways for you to import content from other systems into KnowledgeOwl, including:

- **A new HubSpot importer**
- **A generic CSV importer**
- **Some options for "my import doesn't fit any of the available options"**

⬚**And while we were making changes, we also updated the Tools > Imports layout to better display all the options, because we like to keep things tidy.**

Read on for more details on these updates!

HubSpot import

You can now import a .csv file export from HubSpot into KnowledgeOwl! Refer to Import from HubSpot for the full instructions.

CSV import

A lot of tools support some type of .csv file export, and we can't build bespoke importers for all of them. So we've created a "generic" CSV file import. With this import, you upload a CSV file containing all the content you want to import. Then you use dropdowns to map the columns in that CSV to fields in KnowledgeOwl, make a few selections about category location, publishing status, and images, and import.

This can be a fast way to get content in regardless of the source system.

Refer to Import from CSV for the full instructions.

Other import formats

We've also added two import options when none of the above options makes sense:

- **Import from other file format:** Use this option if your existing source system supports a file export that isn't a single .csv. For example, maybe you get a .zip file containing multiple CSVs that reference each other. Upload whatever file format you have available and our import team will review it and find an import path forward.

This saves you from sending those files over email and helps us track what kinds of requests we're receiving. Refer to Import from other file format for more detailed instructions.

- **Import from other tool:** Use this option if your existing source system doesn't support a file export and isn't in our **Third-party import** list. You identify the tool and, if available, a publicly-available URL for that tool. Our import team will review it and try to find an import path forward. Refer to Import from other tool for more detailed instructions.

A slight makeover

We realized that all these imports were making **Tools > Imports** a little overwhelming, so we also updated the page a bit to make these options clearer and easier to use:

Sample Tools > Import landing page