



☒ Nat'l Adopt a Shelter Pet Day release notes

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Today's release notes are all about feature improvements we've made recently. This feels about as fitting as possible as celebration for National Adopt a Shelter Pet Day. Shelter pets have been adopted by, and hugely improved the lives of, almost every single owl at KnowledgeOwl. I'll include some bonus pics of some of our rescue pets at the end of the notes, too.

AI chatbot reporting

We've added a few improvements to our [AI chatbot reporting](#). Previously, you had to select today or a specific date to view the reporting and you could only interact with it directly within KnowledgeOwl.

Now, you can view questions asked today, on a certain day, this week, or this month.

You can also now export the reporting in CSV format if you'd like to review it or analyze it outside of KnowledgeOwl. Head to [Reporting > AI chatbot](#) to check out the new options.

AI chatbot support for multiple domains or wildcards

We've added some new functionality to your ability to embed our [AI Chatbot on other websites](#).

Previously, you were restricted to adding individual domains for where it would be embedded. We now support adding multiple domains or using the * wildcard to embed on multiple subdomains within the same domain.

Choose the type of URL redirect you want (301 or 302)

In the past, our [URL redirect articles](#) and [categories](#) were always set up as a 301 [temporary] redirect. We received requests from some customers with public knowledge bases to be able to support 302 [permanent] redirects. So you now have the option to select whether your URL redirect is a 301 temporary or 302 permanent redirect!

Refer to our [URL redirect best practices](#) for more guidance on working with URL redirects and choosing which redirect type to use.

The API can now activate article versions

Previously, the API could publish new articles but it wasn't able to programmatically activate new versions of an article via article API calls. This is now possible! If you submit a PUT call for an individual article and pass in a

`current_version_id` that's different from the article's current `current_version_id` , we treat this as requesting version activation for the new `current_version_id` . We've updated our [API endpoint reference](#) to reflect these changes.

And now, some beautiful pets that us owls have adopted from shelters and rescues across North America:

Ruf - Erica's super tender dream dog, whose ears are the softest material known to science.

River - Anne's sweet and salty boy who insists he is, in fact, the true baby of the family.

Gertie - Veronica's super smiley girl getting a tour around South Carolina's campus

Xena and Midna - Chad's beautiful girls basking in comfort under the low afternoon sun