



Synced knowledge bases

Last Modified on 05/27/2026 2:27 pm EDT

Learn how to create synced knowledge bases.

Synced knowledge base

When you create a copy of a knowledge base, you can choose to make that a synced copy.

Selecting this option will:

- Create the new (child or clone) knowledge base.
- Create all the top-level categories of the original/parent knowledge base as [Shared content categories](#) in the child knowledge base.

This keeps all the top-level categories and all of the articles they contain in sync.

However, the cloned knowledge base will not automatically get cloned copies of new top-level categories created in the original knowledge base moving forward.



New top-level categories not auto-synced

When you create a new top-level category in the original knowledge base after you've created the synced KB, you'll need to manually create a new [Shared content categories](#) in the clone knowledge base.

For more details on how edits, content creation, and syncing happen, refer to [Shared content categories](#).