



Which plan includes a feature?

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Context

You want to know which plan level (sometimes called your license level, tier, or subscription level) is required to use a feature, such as Required Reading. Or you can't find a feature you expected to have.

Resolution

1. In KnowledgeOwl, look for the feature. If your plan includes it, you'll see it and can use it. If it isn't included, you'll see a badge saying it's available on a higher-level plan.
2. In the Support Knowledge Base, check the feature's article. Articles for plan-limited features have a callout saying they're available on select plans.
3. Review the [Compare plans table](#) on our pricing page to see what's included in Basic, Pro, Business, and Enterprise.
4. If you can see a feature you expected to be missing, check whether you're on a Legacy plan. Refer to [Legacy plans](#) for how to confirm.
5. If you need help, [contact us](#).

Background

Features are tied to plan level. If you signed up before 2025 on a plan below Business, you keep the features you had at signup, but newer features follow the Basic plan.