# Nat'l Nacho Day releases and bugfixes

Last modified on 11/05/2026 1:45 pm EST

I'm from Canada. I grew up speaking French and English, and it wasn't until I did a fateful artist's residency in 2017 in Spain that the Spanish language was particularly present in my life. Now living in Spain and fully fluent, I still marvel at the fun moments that came with contextualizing the whispers of Spanish that were around me but I'd never processed. Among these small wonders was when I discovered that Nacho is actually just the short form of Ignacio! Not only is it not yours, that cheese belongs to Ignacio!

## Nachos with fresh ingredients are always best

Here are some fresh new features we released.

### Freshservice integration with KnowledgeOwl contact form

We released a new integration so you can integrate your KnowledgeOwl contact form with Freshservice. This means that when your readers use your knowledge base's contact form, a ticket is automatically created within Freshservice, attachments and all.

### Freshdesk or Freshdesk Omni integration with KnowledgeOwl contact form

Very, very similar to the Freshservice integration with our contact form, we also have a Freshdesk, or Freshdesk Omni, integration. Same idea, where you can have Freshdesk tickets created via submissions to your knowledge base's contact form.

## Nachos without bugs are also preferred

Here are some bugs we fixed recently.

### Disappearing Import button

There was a strange bug where sometimes the **Add > Import** button for creating new content within **Pages** was not loading. It would come back if you refreshed, but disappearing buttons are never a good thing. Now that October is over, and now that we fixed the issue, you should no longer be seeing the button ghost you.

### Word import was broken

Copyright © 2015 – 2025 Silly Moose, LLC. All rights reserved.
Powered by KnowledgeOwl knowledge base software.

Our Word importer recently stopped importing .docx files, which is the whole point of the importer. This was a very bad bug, which thankfully was short-lived thanks to a lovely trial customer letting us know. We've fixed it so .docx imports should now work as they should. We know loads of folks use this tool, so we're happy that we could get that resolved quickly.

## ✉Reader subscription emails weren't always sending

This was another odd one. Sometimes not all reader subscription emails were being pushed/sent. The same category subscription was sometimes sending to some, but not all, of its subscribers. That's not great at all! We've fixed this now, so all of your subscribers should be receiving the emails they subscribed to.

Copyright © 2015 – 2025 Silly Moose, LLC. All rights reserved.
Powered by KnowledgeOwl knowledge base software.