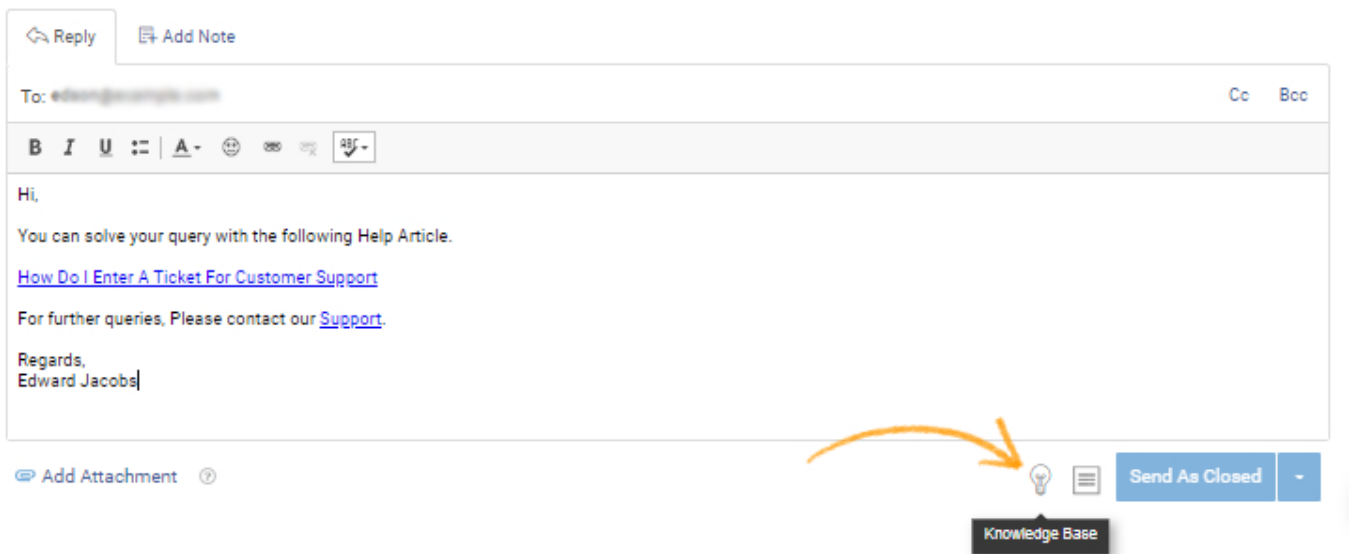


# How to Integrate ProProfs Knowledge Base With ProProfs Help Desk

ProProfs Help Desk supports integration with ProProfs Knowledge Base. This integration allows you to access relevant articles from your website's knowledge base and recommend them to the user. This feature helps in reducing ticket response time and provides self-help for the user. Once the integration is complete, the articles will be available at hand for instant selection. The following icon will be used to access knowledge base articles.



The following steps will show you how you can integrate ProProfs Knowledge Base:

**Step 1:** In your Help Desk account, go to **Settings >> Integration**.



Search by person, priority...

@ Inboxes

👤 Users

👥 Teams

☰ Notifications

✉ Canned Responses

🗑 Spam

💡 Integration

## ProProfs Knowledge Base

Off

On

Help agents reduce resolution time by sharing helpful articles with

**Step 2:** Enable ProProfs Knowledge Base. Then, enter the URL of the Knowledge Base and click on **Select Articles**.

## ProProfs Knowledge Base

Off

On

Help agents reduce resolution time by sharing helpful articles with customers instantly.

Connect a Knowledge Base

Place URL of a knowledge base created with ProProfs Knowledge Base.

http://helpdocsonline.com/ho

Or [Create your own Knowledge Base](#)

Select Articles

**Step 3:** Select the help articles you want to add and click on **Save**. The articles you have selected act as default articles which can be seen when you click the knowledge base icon.

**Note:** You can edit which articles to include as default with the **Select Articles** option whenever the need arises.

## Select Articles you want to Add

Save

Search..



- A is not working
- Glossary
- Home
- How Do I Enter A Ticket For Customer Support
- How to configure Setting A
- How to configure Setting B
- How to Install Our Software
- PDFs and Videos
- Video Tutorial

### Related Articles:

- [How to Restrict Help Desk Access Using IP Restrictions?](#)
- [How to Create a ticket via API?](#)
- [How to Update a Ticket via API?](#)