

# Knowledge Base Integration

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## Overview

Chat for Service Management can be integrated with Service Management's knowledge base. When this option is enabled, an additional search box shows up in the chat widget:

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## Server

## How can we help you?

We are offline now

Leave us a message  
and we will get back to you

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**Leave a Message**

You have not chatted with us before

Find the answer in our knowledge base



You can search the knowledge base by typing into this box - articles matching your search phrase are shown as a list:

fix my keyboard ×

**Showing 3 results from our knowledge base**

[Fixing Your Keyboard](#)

To **fix** your **keyboard**, turn it over so that all the breadcrumbs fall out.

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[Fixing Your Mouse](#)

To **fix** your mouse, replace batteries.

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Additionally, knowledge base will be searched (if this option is enabled) when you type anything into the chat text entry box inside the conversation:

< How can we help you?

Powered by [Chat for Service Management](#)

how to



Showing 2 results from our knowledge base

[How to eat](#)

don't eat

[How to drink](#)

don't drink



**Important permissions information**

Knowledge base queries from the chat widget are always performed in the context of **project lead user of the chat's project**. Confluence permissions for this user are in effect when displaying search results.

Cloud

## How can we help you?

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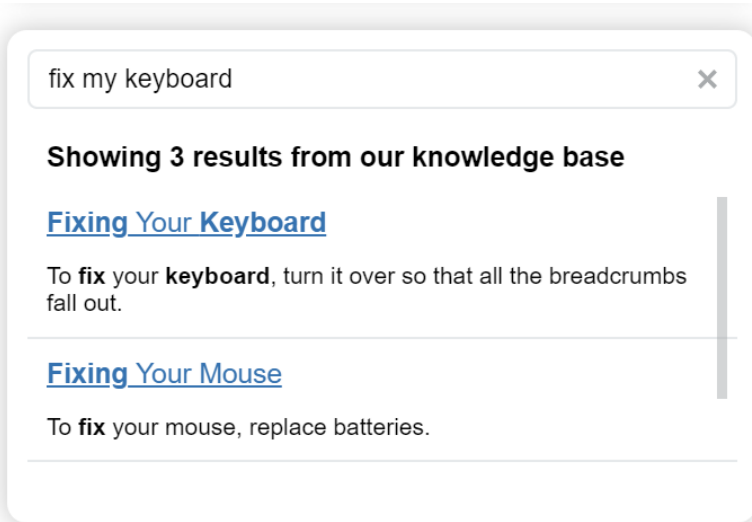
**Leave a Message**

You have not chatted with us before

Find the answer in our knowledge base



You can search the knowledge base by typing into this box - articles matching your search phrase are shown as a list:



## Knowledge Base Setup

### Set Up a Link To Confluence Space

To set up knowledge base integration, first you have to set up link to Confluence for the project, as described in the [Service Desk documentation](#).

This should result in a set up similar to the one shown in the screenshot below:

The screenshot shows the Jira Project settings page. The top navigation bar includes 'Jira', 'Dashboards', 'Projects', 'Issues', 'Boards', and a 'Create' button. The left sidebar contains various settings categories, with 'Knowledge base' selected. The main content area is titled 'Knowledge base' and includes the following sections:

- Knowledge base**: Use a linked Confluence space to provide customers with knowledge base articles they can use to help themselves.
- Link a Confluence space**:
  - Don't link to a Confluence space
  - Link to a Confluence space
- | Application | Space |
|-------------|-------|
| Confluence  | kb    |
- Access**:
  - Viewing**: Your knowledge base space is publicly accessible because anonymous access is granted in Confluence. Revoke anonymous access via [space permissions](#).

### Set Up Chat's Knowledge Base Option

This step is described in the [Integrating with Knowledge Base](#) page.