



DATASHEET · CAPTURE · KNOWLEDGE BASE

Answering the same question every day? Write it once, answer it right everywhere.

The knowledge base brings articles, FAQs and snippets together in several languages. Your team maintains them in one place, customers read them in the customer portal, and your agents answer from them on the phone, in website chat and in the app.

AT A GLANCE

Multiple knowledge bases, three content types, language versions per article and reader votes. Whatever is internal or published, PaperOffice indexes for your agents automatically.

01 · WHAT IT IS ABOUT

Answers stuck in heads and inboxes. One source for team and agents.

Answers live in old emails, in files or in a colleague's head. Everyone answers a little differently, and new hires keep asking. In the knowledge base an answer is written once, and portal, team and agents all read the same text.

CONTENT

Articles, FAQs and snippets in categories and subcategories

STATUS

Draft, internal, published or archived, per entry

READERS

Customer portal, your team, conversation agents and chat agents in Agent AI

ACCESS

Web app under Knowledge Base AI, plus the po_knowledge_* MCP tools



Multiple knowledge bases

Separate them by product, team or audience, each with its own categories, languages and visibility: internal, public in the portal or by link.

Three content types

Articles for detailed how-tos, FAQs for short question-and-answer pairs and snippets for reusable text blocks.

Language versions per article

Each language is maintained on its own. AI translation carries title, summary, body and tags over into the languages you pick.

Summary and explainer video

AI writes the list summary from the body at the click of a button. You can attach a YouTube explainer video for each language.

Votes and feedback

Portal readers vote Helpful or Not helpful and give a reason for a no. The weakest articles rise to the top of the ratings.

A source for your agents

Internal and published entries are indexed. Public agents use published entries and crawled pages, with an article link in website chat.

02 · HOW IT WORKS

Write, publish, assign, improve.

You create a knowledge base, write content, assign it to an agent and learn from the feedback. Everything happens in the web app, and search and writing also work over MCP.

1

Create a knowledge base

Under **Knowledge Base AI** > **Articles** > **Manage Knowledge Bases**, use **New Knowledge Base**: set name, visibility, primary language and further languages.

2

Write content

Create starts an article, an FAQ or a snippet. Pick category, tags and status, and add more languages with **Translate**.

3

Assign agents

Under **Conversation AI** > **Conversation Agents**, choose the knowledge bases for each agent on the **Knowledge** tab. Phone and website chat then answer from them.

4

Learn from feedback

Article ratings shows the weakest articles first. Read the comments, improve the content and mark the feedback as done.

TECHNICAL DATA

FEATURE	DETAILS
Content types	Article, FAQ, snippet
Visibility per base	Internal (team only), Public (Portal), Restricted (with link)
Status per entry	Draft, internal, published, archived; internal and published entries are indexed
Languages	One version per language, AI translation of title, summary, body and tags
Agents	Conversation agents (phone, website chat) and chat agents in Agent AI, selectable per agent
MCP tools	po_knowledge_search, po_knowledge_retrieve, po_knowledge_add_article, po_knowledge_translate and more
Import, export, billing	JSON via po_knowledge_import and po_knowledge_export; billed by usage

03 · IN PRACTICE

Where the knowledge base answers every day.

A hotline with a knowledge base

Opening hours, delivery terms and procedures live as articles in a knowledge base. The conversation agent on the phone answers from them and can text the article link.

Help in the customer portal

Published articles of a public knowledge base appear in the customer portal. Readers rate them and suggest missing topics, and your team sees the suggestions as a queue.

An internal wiki for the team

Internal entries are read by your team and the chat agents in Agent AI and are never shown externally. New colleagues find procedures in one place instead of asking around.

FREQUENTLY ASKED QUESTIONS

What is the difference between article, FAQ and snippet?

Articles are detailed how-tos, FAQs are short question-and-answer pairs and snippets are short text blocks. All three live in the same knowledge base, with category, status and language versions.

How do missing topics surface?

Portal users suggest articles, and questions your agents left open on the phone or in chat also appear under Article suggestions. From a suggestion you open the editor directly.

Which agents answer from the knowledge base?

Conversation agents on the phone and in website chat, and chat agents in Agent AI. You choose the knowledge bases per agent. Chat agents read internal and published entries; conversation agents read published entries and crawled website pages.

Can I maintain the knowledge base from Claude or ChatGPT?

Yes, through the PaperOffice MCP server: search, read, create, edit and translate articles. In a public knowledge base, a new article is published immediately.

GET STARTED

Create your first knowledge base.

Sign in to the web app, open **Knowledge Base AI > Articles** and create your first entry. Then assign the knowledge base to your agent on the **Knowledge** tab.

paperoffice.ai/en/ai-knowledge-base-documentation-help-center



MORE ABOUT THE MODULE

paperoffice.ai/en/ai-knowledge-base-documentation-help-center

PRICING

paperoffice.ai/en/pricing

CONTACT

paperoffice.ai/en/contact