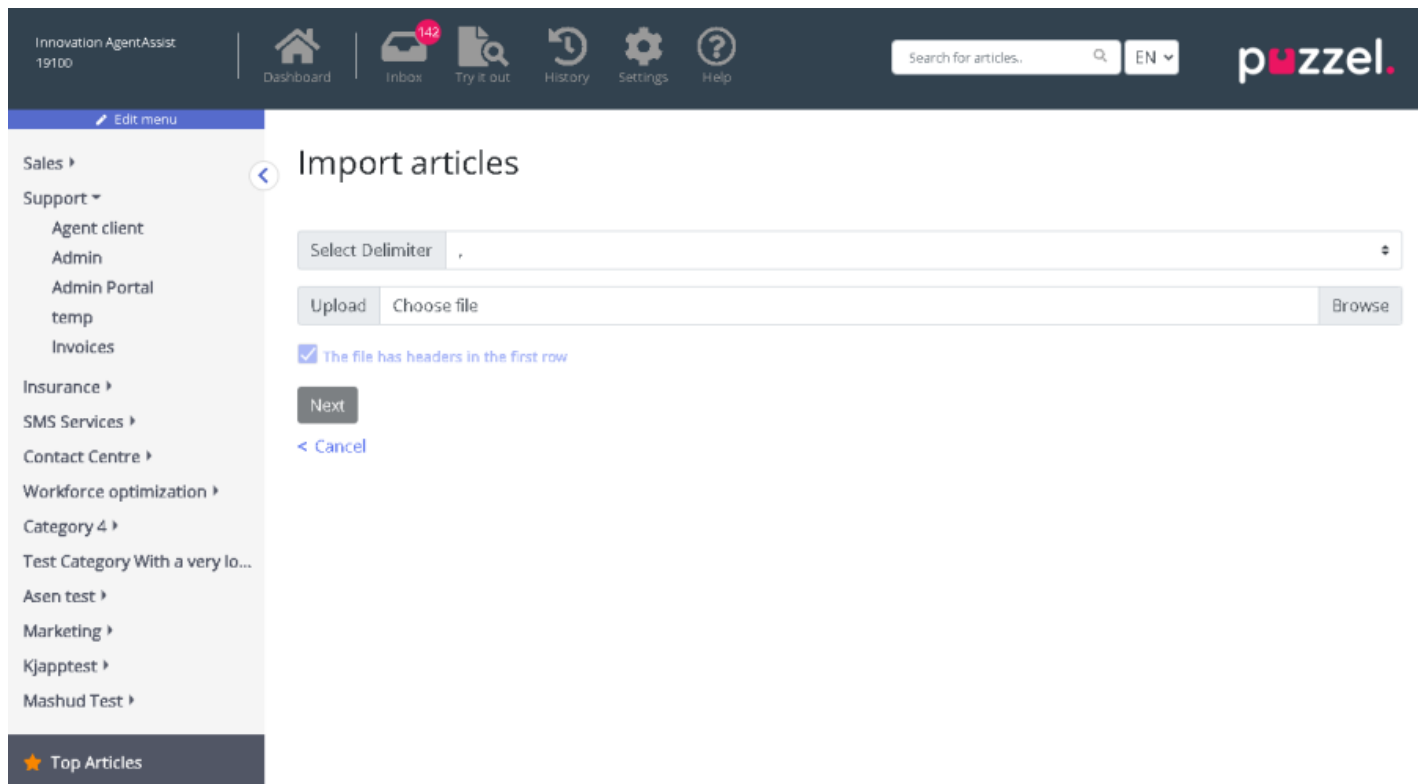
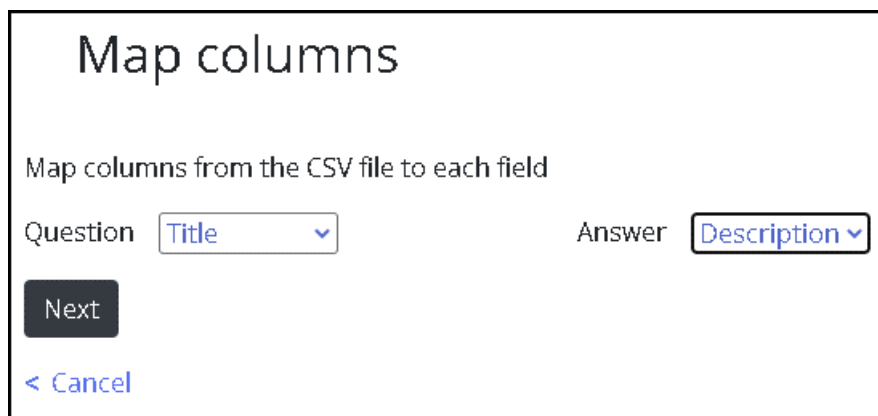


Settings

You can do bulk import of articles from a CSV file under the **Settings** tab. A CSV file will essentially have two columns for question and an answer. Click on **Import articles from CSV** to take you to the **Import articles** screen.



Upload the CSV file and click **Next** to go to the **Map columns** screen. Map the headings in your CSV file to the Question and Answer fields and click **Next**.



You can now preview the articles you wish to add to the Knowledgebase Management System. Click on **Start Import** to begin the import process.

Preview

This is a preview of the top 10 rows of the CSV file

Start import

[< Back](#)

Question	Answer
How to do export	this is how you do export

Start import

[< Cancel](#)

Once the import has been successfully completed, you will be able to see the article listed in the Inbox section under the **Imports** category.

Import completed

export.csv

66 Bytes



100% done

Articles imported: 1

Articles failed to import: 0

View articles