Snippets 101

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Master the power of reusable content and code! ⚡🗒️ Learn how to create, manage, and leverage KnowledgeOwl's snippet feature to save time, ensure consistency, and add powerful functionality to your knowledge base with chunks of reusable content that update everywhere automatically.

> ✅ **Ready to fly?**
> Sign up here: https://knowledgeowl.onfastspring.com/owlcademy

> ℹ️ **Interested, but unable to make these dates?**
> If you'd like to be notified when we're offering this workshop again, please join our waitlist using this form.

What you'll learn

- Understand what snippets are and when to use them
- Create and manage snippets in the Snippets library with proper naming and organization
- Master three snippet use cases:
  - Text variables for product names or other strings
  - Messaging consistency for disclaimers, hyperlinks, and more
  - Embedded scripts or code that the article editor doesn't like
- Implement snippet best practices for different content types (WYSIWYG vs. Code Editor)
- Track snippet usage with the References feature for easy content auditing
- Copy and modify existing snippets as starting points for new ones
- Apply visibility settings and reader group restrictions strategically

Perfect for authors, content managers, and technical writers who want to streamline their workflow, maintain consistency across large knowledge bases, and add custom functionality without repetitive manual work!

Meet your owl instructors

Marybeth Alexander is KnowledgeOwl's **Founder & Chief Executive Owl**. She's helped people create and manage their knowledge base websites for over a decade.

Kate Mueller is KnowledgeOwl's **Documentation Goddess & Resident Cheesemonger** and host of The Not-Boring Tech Writer podcast. She's a seasoned technical writer who's written and maintained documentation for

companies in broadcasting, financial services, IT, and software for 15+ years.

Together, they bring decades of experience solving knowledge management challenges with KnowledgeOwl's signature helpfulness.