

Release note - Integrations page

Last Modified on 03.06.2025

29 September 2021

What's new

Your Userlane solution can now be integrated with your organization's knowledge base or collaboration tool, making its content more discoverable and easier to access. Simply set up the integration, then enable the connection for the Search feature of the Userlane Assistant.

Where to find it

We have introduced a new *Integrations* page to the Portal under **Account > Global Settings**:

GLOBAL SETTINGS

Applications

Integrations

Team

Users

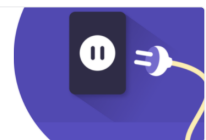
Attributes

Processes

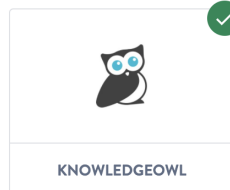
Integrations

What are integrations?

Integrations allow you to extend Userlane functionality by connecting to multiple third-party applications.



Connected integrations



Userlane help documentation

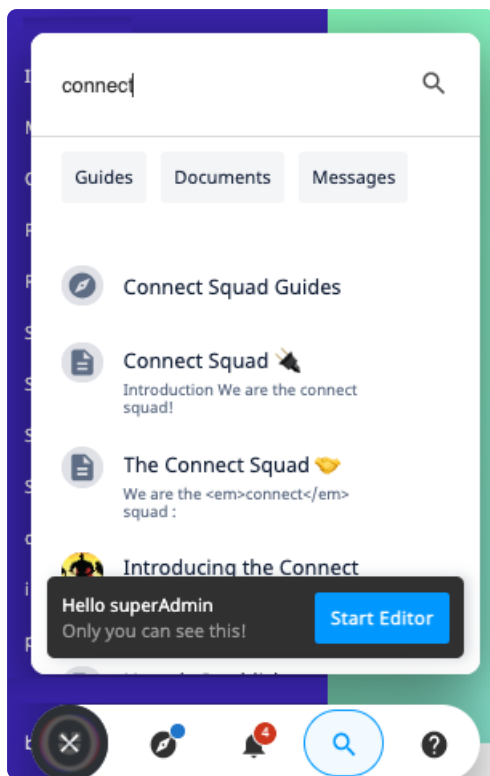
Available integrations

Knowledge bases

This type of integration allows your users to see search results from a knowledge base directly in the Assistant Search. After connecting, you still have to activate it for each application in [Customize/Search](#). If Search isn't enabled for your Application, please [contact us](#).

i If you have an existing Userlane account (activated prior to August 6, 2021), you first need to contact your Userlane Customer Value Manager to enable your access to the integration feature.

Assistant search results for an enabled connection



If you have not already enabled the Search feature for your users, you can learn more about its benefits in our [Search through the Userlane Assistant](#) article.

Supported platforms

Confluence (Since August 6, 2021)

Zendesk (coming soon)

Don't see your platform here? We are committed to supporting integrations with your favorite enterprise systems. If you would like to see yours featured in our ambitious roadmap, [let us know!](#)
