What AI agents can do in your help center

Search and AI

An AI agent connected to your help center can do much of what your team does on the **Articles**, **Change sets**, **Comments** and **Embeddables** pages and in the template editor, and read your statistics. Here is what it can do, area by area, and the permission each area needs. For every tool with its settings, see MCP tool reference on the developer portal.

Plans: Growth and Catalyst, including their free trials. Staged changes are part of Catalyst, and change sets are in early preview on Catalyst.

Permissions

Each area needs a permission that you approve when you connect, or that your API key includes.

Permission	What it allows
Read your help-center categories and articles.	Finding and reading articles, categories, reader comments, staged changes, earlier versions and change sets, the images agents and integrations added, your widget's install details and your FAQ sections, and listing the help centers the connection can reach.

Create and update your help-center articles.	Every change to your content: articles (deleting them too), categories, images, comments, staged changes, earlier versions, change sets and FAQ sections.
Read your help-center analytics reports.	Your statistics.
Read the private notes your team leaves on drafts.	Reading team notes.
Reply to and resolve the private notes your team leaves on drafts.	Leaving team notes on a passage, and replying to and resolving them.
See your help center's design.	Reading the design: its theme, pages, components, custom CSS and scripts, the theme gallery and earlier published designs.
Change your help center's design and publish it.	Every design change, and publishing the design.

Choose which websites may embed your help center and run its widget.	Changing that list of websites. Only Owners and Admins can use this permission.

An app you sign in to also follows your role on each help center: it can't do more there than you can in the dashboard. See Connect Claude, ChatGPT and other AI agents.

With an API key, a **Read only** key covers reading and statistics, and a **Read & write** key adds every change, including the websites allowed to embed your help center. Team notes need a key with **Team notes** access, and the design needs one with **Design** access. See Create an API key.

Help centers

List the help centers the connection can reach, with their ids. When you connected several, the agent picks one for each request, so name the help center you mean.

Articles

- Search your articles the way a reader does: the results are published articles that anyone can read.
- List every article, drafts and private ones included, optionally from one category or by views.
- Read an article in full, including whether staged edits are waiting on it.
- Create articles in HTML or Markdown. They stay drafts unless the agent publishes them.
- Create or update up to 50 articles in one go, for imports and migrations.

- Change an article's title, text, address, category, type or visibility, publish it, or turn it back into a draft. On a published article, readers see the change at once.

- Delete an article. It moves to the Trash.

Only your team can bring a deleted article back, from the Trash in the dashboard: the agent can't restore it. See Delete and restore articles. When an agent creates or updates an article, images in its text that come from other websites are copied into your help center.

Images

- Upload an image (JPEG, PNG, GIF or WebP, up to 4 MB) and get the address to put in an article.

- List the images that agents and API integrations added, and delete one.

Images your team adds in the article editor are kept apart: agents don't see them and can't delete them. A deleted image is gone for good, with no Trash. If articles still show it, the agent is told which ones and has to confirm that they'll show a broken image.

Staged changes and versions

- See the unpublished edits waiting on an article.

- Stage an edit to a published article without readers seeing it, then publish it or throw it away. Throwing it away can't be undone.

- List an article's earlier published versions, and put one back live.

Staging needs the Catalyst plan. See Edit live articles safely with staged changes. Earlier versions are saved when staged changes are published or a version is restored, so an article that was never staged has none.

Change sets

- List your change sets, and read one: what's in it, when it's scheduled and whether it's ready to publish.
- Start a change set, rename it, and add or remove articles and categories. A category in a change set gets new visibility when the change set publishes, for example a hidden category that becomes visible to everybody.
- Publish a change set now or schedule it, cancel a schedule, and check how the release went.
- Delete a change set. Its staged edits, drafts and categories stay as they are, unreleased.

Change sets are in early preview on Catalyst. See Release many changes together with change sets.

Categories

- List your categories with their descriptions, parent categories and order.
- Create a category, optionally inside another one. New categories are public. To change who can see a category, use the dashboard, or a change set.
- Rename a category, change its description, icon or position, or move it under another category.
- Delete a category. If it isn't empty, the agent has to say where its articles and subcategories go. Articles are never deleted.
- Set the order of your categories, and of the articles in a category. Readers see the article order only when your category pages sort articles by Custom.

Reader comments

- List comments across your help center, for example the ones waiting for approval, or read one article's comments with each reply under the comment it answers.
- Approve a comment, or unpublish it to take it off the article.
- Reply in the name of the person who connected the agent. The reply is published at once.

Approving, unpublishing and replying work only when the person who connected the agent is an Owner, Admin or Editor. With a custom role, the agent can list comments but not moderate them. Agents can't delete comments: unpublishing takes a comment off the article and can be reversed.

Team notes never appear with reader comments.

Team notes

- Read your team's private notes on an article, each tied to the passage it is about.
- Leave a new note on a passage of an article, for example to say what it changed and why. When it updates an article or stages an edit, it can note the passages it changed in the same step. A note isn't an edit: readers see nothing, and no version is saved.
- Reply to a note, or mark it resolved. Replies stay internal.

Readers never see team notes. See Leave notes for your team.

Design

- Read your help center's design: the theme's colors and fonts, each page's layout and components, custom CSS and scripts.
- Change the theme, the logo and the navigation menu, add, move, edit or remove components, and edit custom CSS and scripts.
- Browse the theme gallery and apply a theme, in full or only the parts you name, such as its colors and fonts.
- Publish the design, throw away the unpublished changes, or load an earlier published design back into the draft.

Every design change goes to the same draft the template editor uses. Readers see nothing until the design is published, so you can review the draft in the template editor first and ask the agent to publish when you're happy. Throwing away the draft's changes can't be undone, and it removes unpublished changes your team made in the template editor too. The design tools work only on help centers designed in the new template editor.

Widget and embedding

- Get what you need to put the widget on your website: the snippet to paste, the websites allowed to show it, and whether it has been seen running.
- Change which websites may embed your help center and run its widget. This needs its own permission, and only Owners and Admins can use it.

The same list decides which websites may show your help center in an iframe. Your help-center pages pick up a change within minutes. See Add the widget to your website and Choose which websites can show the widget.

FAQ sections

- List and read your FAQ sections, each with the snippet that places it on your website.
- Create a section, change its title, description, websites, template or design, or delete it. Deleting a section keeps its FAQs.
- Add, remove and reorder the FAQs a custom section lists.

A section has no draft: changes show on your website the next time a page with the section loads. Reading sections and changing which FAQs they list work only when the person who connected the agent is an Owner, Admin or Editor. Creating, changing and deleting a section need an Owner or Admin. A section's custom CSS can be changed only in the dashboard. See Embed FAQ sections on your website.

Statistics

- A summary for a period: visitors, searches, article views, ratings and your team's activity, with traffic compared with the period before.
- Views and ratings for each article, sorted by views or with the worst-rated first.
- What readers searched for and didn't find: the articles you haven't written yet.

Traffic and search numbers update once a day; ratings are current. Statistics have a lower rate limit than the rest, and they are totals, never data about individual visitors.

What agents can't do

Agents can't restore or permanently delete an article in the Trash, set an article's meta title and description, edit or delete a reader's comment, or upload files other than images. Apart from the websites allowed to embed your help center, they can't change your settings, team or billing.

Related articles

- Connect Claude, ChatGPT and other AI agents
- Create an API key
- MCP tool reference on the developer portal