

Integrations overview

Integrations and API

Connect HelpCenter.io to the help desk, chat and AI tools your team already uses, so your articles reach people wherever they ask for help. For anything else, build on the API.

Who can do this: Owners and Admins · **Plans:** All plans (a few features need a specific plan, noted below)

Help desk and messaging integrations

You'll find these under **Settings** → **Integrations**: in the left menu, click the gear icon, then **Settings**, and scroll to the **Integrations** card. Each switch acts straight away, and switching one off disconnects it. Front and HubSpot also ask for credentials, which you save on their card.

Integration	What your team gets
Zendesk	A ticket sidebar to search articles, see suggestions for the ticket and insert a link or the whole article into a reply.
Front	A sidebar to search and insert articles, create new ones from a conversation and draft AI replies from your articles.

[HubSpot](#)

A card on tickets to browse and search articles and see suggestions for the ticket.

[Intercom](#)

Article search in the Messenger, article suggestions in the Inbox, and Fin trained on your published articles.

AI suggestions and AI replies in these integrations need the Catalyst plan, or the AI add-on on Bootstrap and Growth. Zapier and Slack are listed as **Coming soon**.

Your website and product

- **The widget** puts search and your articles in a panel on any page of your website or app. See [Add the widget to your website](#).
- **FAQ sections** embed a set of FAQs anywhere on your site. See [Embed FAQ sections on your website](#).
- **Your whole help center** can live inside your app, on the Growth and Catalyst plans. See [Embed your help center in your app](#) on the developer portal.

There's no separate plugin for WordPress or other site builders. Any site or tag manager that lets you add custom HTML before the closing `</body>` tag can run the widget.

Live chat tools

Keep your live chat for the questions your articles don't answer: when a visitor can't find what they need, the widget opens your chat instead of its own contact form. Step-by-step recipes:

- [Integrate the widget with the Intercom Messenger](#)

- [Integrate the widget with Chatra](#)
- [Integrate the widget with tawk.to](#)
- [Integrate the widget with Gorgias Chat](#)

Using another tool? See [Handle contact requests yourself](#) on the developer portal.

AI assistants

- **Public MCP server:** readers can connect your help center to their own AI assistant and ask it questions. Included in every plan. See [Let readers use your help center in their AI assistant](#).
- **AI agents:** connect Claude, ChatGPT and other agents so they can read, write and manage your content. Growth and Catalyst plans. See [Connect Claude, ChatGPT and other AI agents](#).

Build your own

- **REST API** at <https://api.helpcenter.io/v1>, on every plan. See [The HelpCenter.io API](#) and [Create an API key](#).
- **Webhooks** notify your server when articles or categories change. See [Webhooks](#) on the developer portal.
- **Statistics** are available through the API too. See [Analytics](#) on the developer portal.

Analytics tools

HelpCenter.io's own [statistics](#) work without any setup. To also send your traffic to Google Analytics or Google Tag Manager, add their code in the template editor. See [Add Google](#)

[Analytics or Google Tag Manager.](#)

Related articles

- [Connect Zendesk](#)
- [Connect Front](#)
- [Connect HubSpot](#)
- [Connect Intercom](#)
- [The HelpCenter.io API](#)
- [Create an API key](#)
- [Connect Claude, ChatGPT and other AI agents](#)