

Connect Intercom

Integrations and API

Connect Intercom to put your help center to work there. Visitors search your articles in the Messenger, your team finds and shares articles from the Inbox, and Fin, Intercom's AI agent, learns from your published articles automatically.

Who can do this: Owners and Admins · **Plans:** All plans (**Suggested articles** in the Inbox need the Catalyst plan, or the AI add-on on Bootstrap and Growth)

Connect Intercom

1. In the left menu, click the gear icon, then **Settings**.
2. Under **Integrations**, find **Intercom** and switch it on. Intercom opens.
3. Approve access for your Intercom workspace.

The screenshot displays the HelpCenter.io settings interface. At the top, a green box indicates 'No IP restrictions — accessible from all addresses.' Below this, the 'Embedding origins' section explains that domains loading the widget or help-center iframe must be added to a list; otherwise, the help center cannot be embedded. A text input field shows 'e.g. app.example.com or .example.com' and an 'Add' button. A domain 'northwind.helpcenter.io' is already added. The 'Search engine indexing' section has a toggle switch turned on, allowing search engines like Google to index the help center. The 'Custom redirects' section includes a '+ Add redirect' button and a message stating 'No redirects yet' with a subtext 'Add one to route visitors from old URLs.' The 'Integrations' section lists several services: Front, Zendesk, HubSpot, Intercom, Zapier (marked 'COMING SOON'), and Slack (marked 'COMING SOON'). Each integration has a toggle switch. The Intercom toggle is currently off. The 'API keys' section at the bottom right has a '+ New key' button. A dark blue banner at the bottom of the screenshot contains the text: '1 Under Integrations, find Intercom'.

2. Paste the URL, sign in to HelpCenter.io, then choose this help center and what the agent may do.

3. Ask it: "What did our customers search for last month and not find?"

Claude Code

```
claude mcp add --transport http helpcente...
```

[Setup guide](#) [Tool reference](#) [Manage connected apps](#)

Integrations

- Front**
Sync your help center articles with Front. ☐
- Zendesk**
Serve your articles to Zendesk agents. ☐
- HubSpot**
Connect your HubSpot CRM account. ☐
- Intercom**
Power Messenger search and auto-train Fin with your articles. ☐
- Zapier** **COMING SOON**
Automate workflows with 6,000+ apps.
- Slack** **COMING SOON**
Get notified about comments and feedback.

API keys [+ New key](#)

1 Under Integrations, find Intercom

Switching Intercom on takes you to Intercom to approve access.

4. Back in HelpCenter.io, under **Choose the Help Center to connect**, pick the help center that should power Intercom.
5. Click **Connect to Intercom**.

You return to **Settings**, where the Intercom card now shows your **Workspace**. Your published articles start syncing to Fin straight away, and the card shows how many have

synced.

An Intercom workspace connects to one help center at a time.

Install from the Intercom App Store

You can also start from Intercom:

1. In Intercom's App Store, find the HelpCenter.io app and click **Install**.
2. Sign in to HelpCenter.io if you aren't already, and approve access for your Intercom workspace.
3. Under **Choose the Help Center to connect**, pick your help center and click **Connect to Intercom**.

You return to Intercom, where the app is installed. You need to be an Owner or Admin of the help center you pick. If you don't have a help center yet, click **Create your first Help Center**, then connect Intercom from **Settings**.

If the workspace is already connected to another of your help centers, you see a message naming it. Disconnect it there first, then try again.

What you get in Intercom

- **Messenger**: a search app where visitors search your articles, browse your categories, pick a language and open an article. When nothing matches, they're invited to send your team a message.
- **Inbox**: the HelpCenter.io app shows **Suggested articles** for the conversation (Catalyst plan or the AI add-on). Your team can **Find an article** by title, ID or content, browse by category, and click **Insert link into reply**.
- **Fin**: your articles sync to Fin as a content source, so Fin can answer your customers from them.

To show the Messenger and Inbox apps, add the HelpCenter.io app where you want it in your Intercom workspace.

What syncs to Fin

- Published articles set to **Public** or **Anyone with the link**, in categories shared with **Everybody** or in no category.
- Your default language and every released translation, each as its own page.
- The version readers see: your team's internal notes are left out.

Changes sync on their own when you save an article. When you unpublish an article or make it private, Fin stops using it, and deleting an article removes it from Fin.

To send every article to Fin again, click **Re-sync Fin** on the Intercom card. It can take a few minutes.

Disconnect Intercom

Switch off **Intercom**, or click **Disconnect** on its card, and confirm. This removes the connection on both sides and removes all synced articles from Fin.

If HelpCenter.io can't confirm the disconnect with Intercom, nothing is removed, so you can try again. If it keeps failing, uninstall the app from your Intercom workspace settings.

Troubleshooting

"This Intercom workspace is already connected to" another help center.

Disconnect Intercom in that help center first, then connect it here.

The Intercom card shows "Last error". Something stopped the last sync. Click **Re-sync Fin** to try again.

Intercom doesn't show as connected after you approved access. The connection wasn't completed. Start again from **Settings** → **Integrations** and finish every step, including **Connect to Intercom**.

An article isn't in Fin. Check that it's published, set to **Public** or **Anyone with the link**, and in a category shared with **Everybody**. Translations sync once they're released.

No Suggested articles in the Inbox. They need the Catalyst plan or the AI add-on. If you added AI recently, switch on **AI Answers** once under **Settings** → **AI features**, so your existing articles are prepared for suggestions.

Related articles

- [Integrations overview](#)
- [Integrate the widget with the Intercom Messenger](#)
- [Choose who can read an article](#)