

How to Create a Knowledge Base in GoHighLevel

A quick guide to creating a knowledge base and adding knowledge sources for your AI agent.

Step 1: Open the Knowledge Base Section

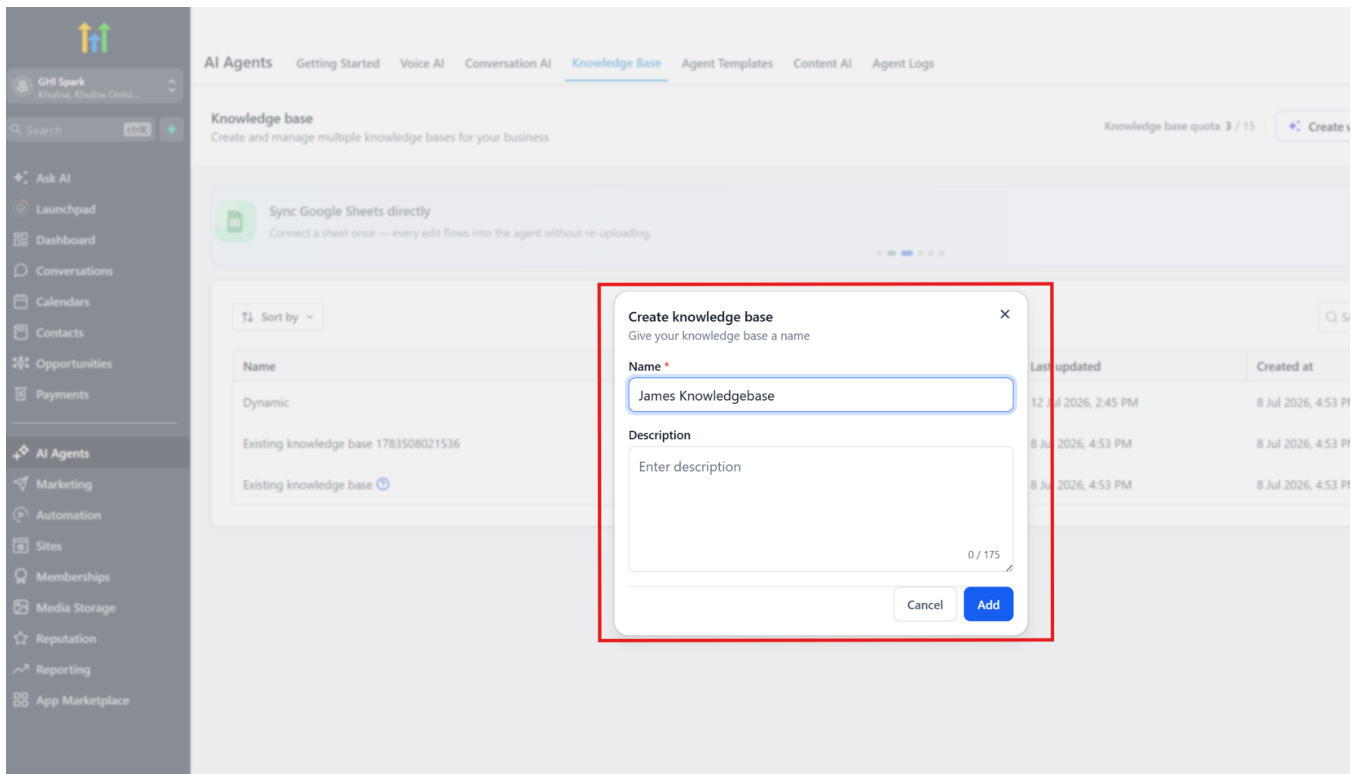
Go to AI Agents and select the Knowledge Base tab. Click Create knowledge base.

The screenshot shows the GoHighLevel interface. On the left is a dark sidebar with a menu. The 'AI Agents' menu item is highlighted. A red arrow points from this menu item to the 'Knowledge Base' tab in the top navigation bar. The 'Knowledge Base' tab is active, showing a section titled 'Knowledge base' with the subtitle 'Create and manage multiple knowledge bases for your business'. Below this is a green banner for 'Sync Google Sheets directly'. At the top right of the main content area, there are two buttons: 'Create with AI' and 'Create knowledge base'. A red arrow points to the 'Create knowledge base' button. Below the banner is a table with columns: Name, KB gaps, Last updated, Created at, and Actions. The table contains three rows: 'Dynamic', 'Existing knowledge base 1783508021536', and 'Existing knowledge base'. A search bar is located above the table.

Name	KB gaps	Last updated	Created at	Actions
Dynamic	0	12 Jul 2026, 2:45 PM	8 Jul 2026, 4:53 PM	
Existing knowledge base 1783508021536	0	8 Jul 2026, 4:53 PM	8 Jul 2026, 4:53 PM	
Existing knowledge base	0	8 Jul 2026, 4:53 PM	8 Jul 2026, 4:53 PM	

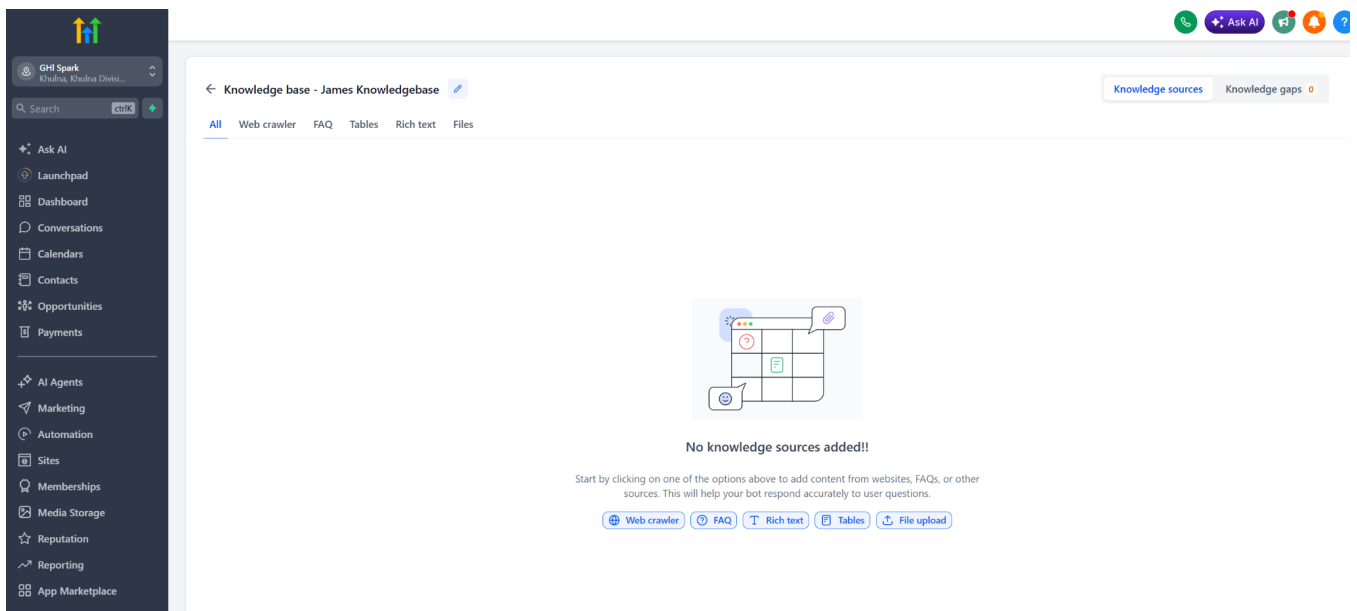
Step 2: Create Your Knowledge Base

Enter a clear name for the knowledge base. Add a short description if required, then click Add.



Step 3: Add Knowledge Sources

Open the knowledge base and add the information your AI agent should use when answering customer questions.

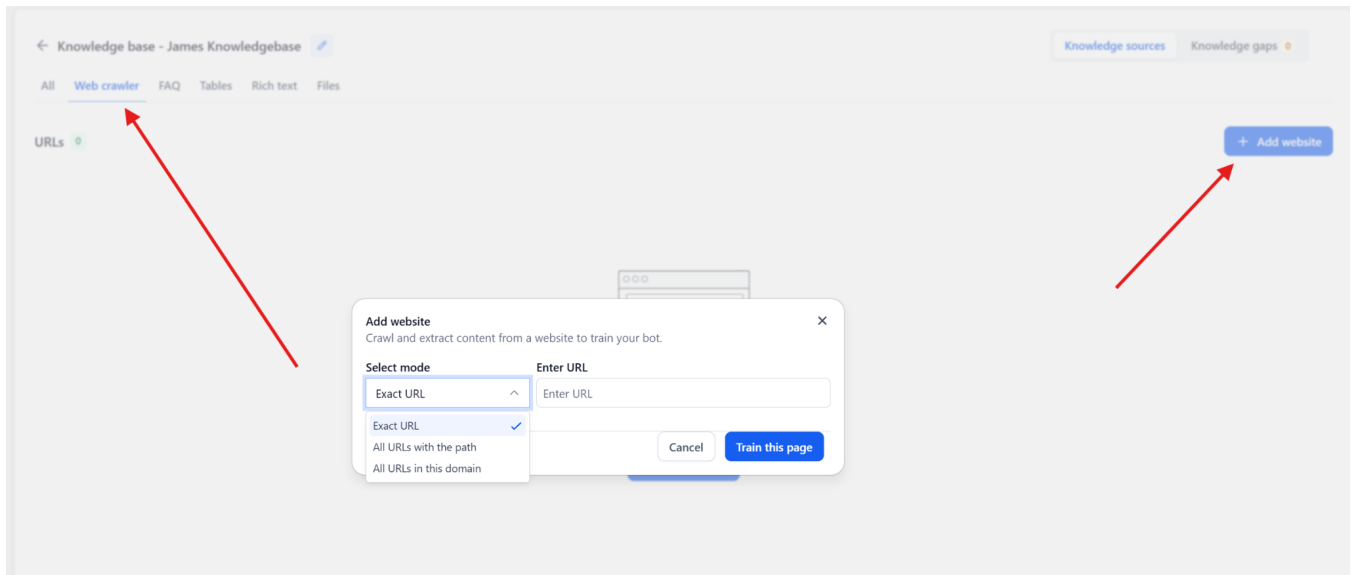


Web Crawler

Use Web crawler to train the AI using content from your website. Click Add website, select the crawl mode, enter the website URL, and click Train this page.

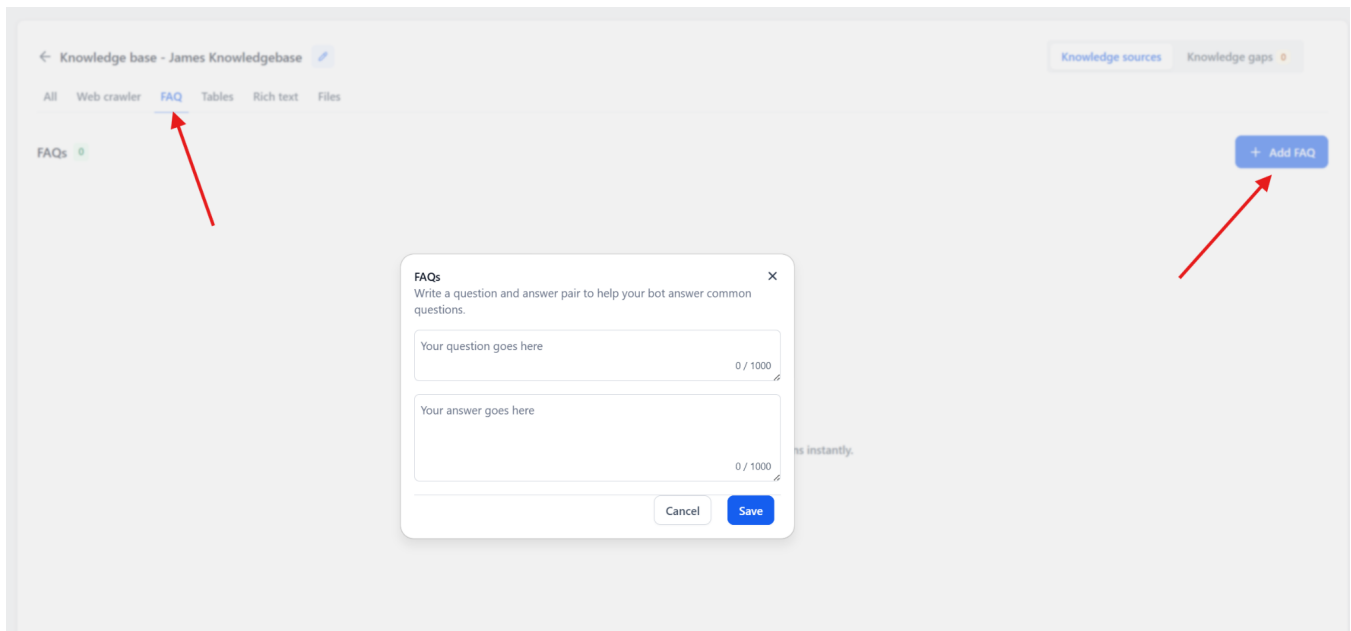
- Exact URL – Add content from one specific page.

- All URLs with the path – Add pages under a specific website path.
- All URLs in this domain – Add content from the full website domain.



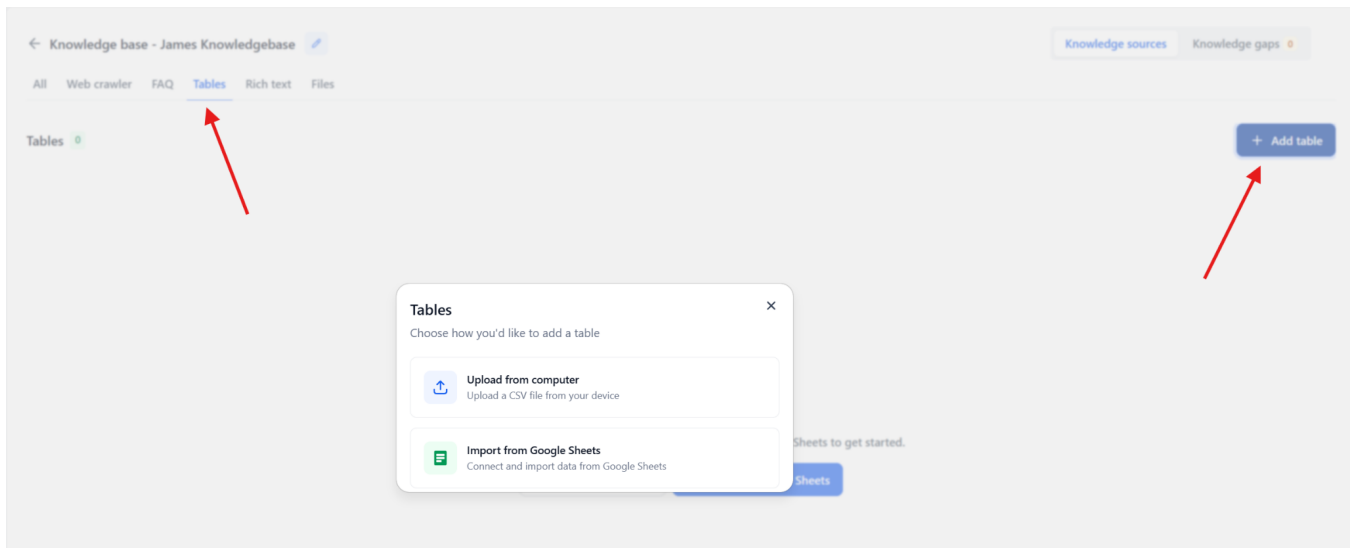
FAQ

Use FAQ to add common customer questions and approved answers. Click Add FAQ, enter the question and answer, then click Save.



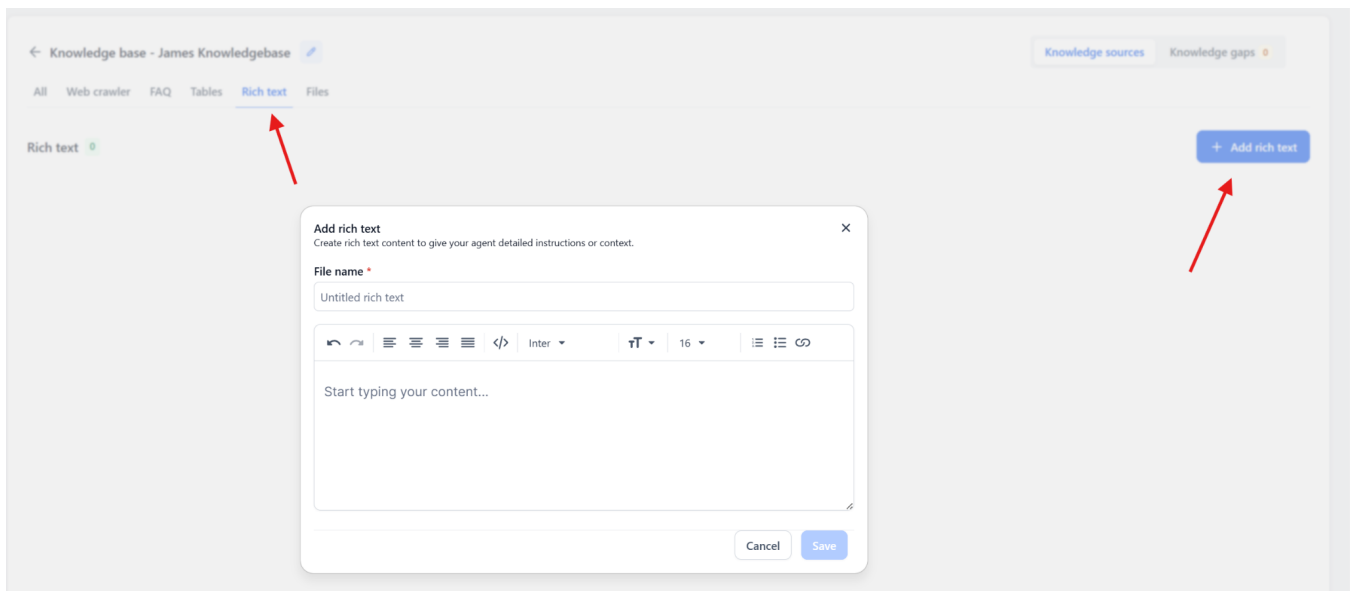
Tables

Use Tables to add structured business data. Click Add table and choose to upload a CSV file from your computer or import data from Google Sheets.



Rich Text

Use Rich text to manually add detailed business information, policies, services, instructions, or other context. Add a file name, enter the content, and click Save.



Files

Use Files to provide documents and reference material to the AI agent. Upload files from your computer or import them from Google Drive.

Files 0



No files uploaded yet

Upload files to give your agent access to documents and reference material.

Upload from computer

Import from Google Drive

Important

Only add accurate and up-to-date business information. Keep the knowledge base clear and organized so the AI agent can provide relevant and consistent answers.