DOCUMENT360
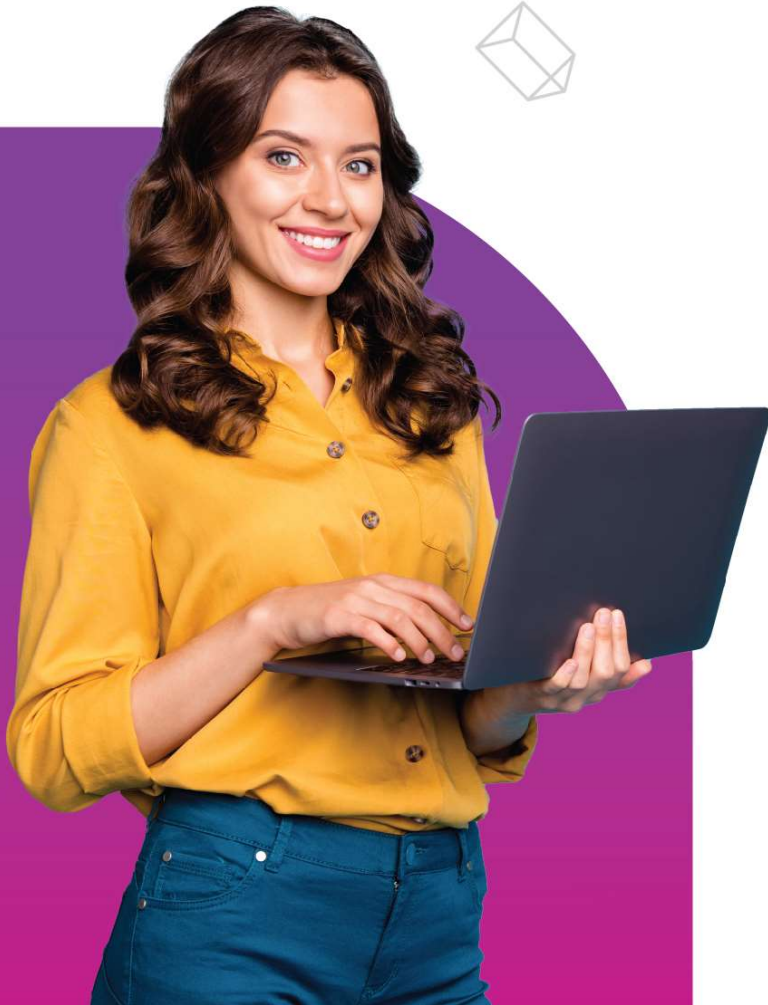
AI-Powered Knowledge Base

Empowering Teams, Delighting Customers

**Document360
Solutions Partner**

www.document360.com

Use cases

API Documentation | Technical Documentation | Private Documentation | User Manuals | FAQs | SOP

Top features and benefits

Category manager

Organize your knowledge base content into categories and sub-categories; Present an hierarchical view of your knowledge base to your readers for easy navigation.

Customization

Customize your knowledge base home page to align with your brand guidelines; Home page provides an easy access for different parts of your knowledge base.

Editor

Choose between the Advanced WYSIWIG and Markdown editor for a superior writing experience, with support for multimedia files and keyboard shortcuts.

Analytics

Provides rich metrics on project and article level, also integrates with external analytics tools to deliver insights on link status, article performance, and page not found errors.

Localization

Supports localization for your knowledge base articles. Maintain your articles in multiple languages and seamlessly cater to a diverse range of readers.

Document360 powered by AI

Boost productivity and elevate your customer experience using our ground breaking AI features.

Eddy AI assistant summarizes articles with a natural language interface, while also providing SEO meta descriptions, related article recommendations, tag suggestions, title recommendations, enhancing content discoverability, accessibility, and overall customer experience.

Introducing Eddy
AI Assistant

AI Writer

AI SEO Description Generator

AI Tag Recommender

AI Title Recommender

AI Article Summarizer

AI Related Article Recommender

API documentation

Enables creation and management of comprehensive API references with an intuitive interface for uploading API specification files and generating code samples.

Private hosting

Get total isolation, control, performance, and security for your mission-critical knowledge base using our dedicated private hosting. Provide your readers with predictable performance for extremely high-volume traffic of your knowledge base site .

User's voice on Document360   Source G²

95%	**97%**	**96%**	**96%**
Ease of Setup	Quality of Support	Ease of Use	Satisfaction

Compliance

GDPR   AICPA SOC 2 — Formerly SAS 70 Reports — AICPA Service Organization Control Reports
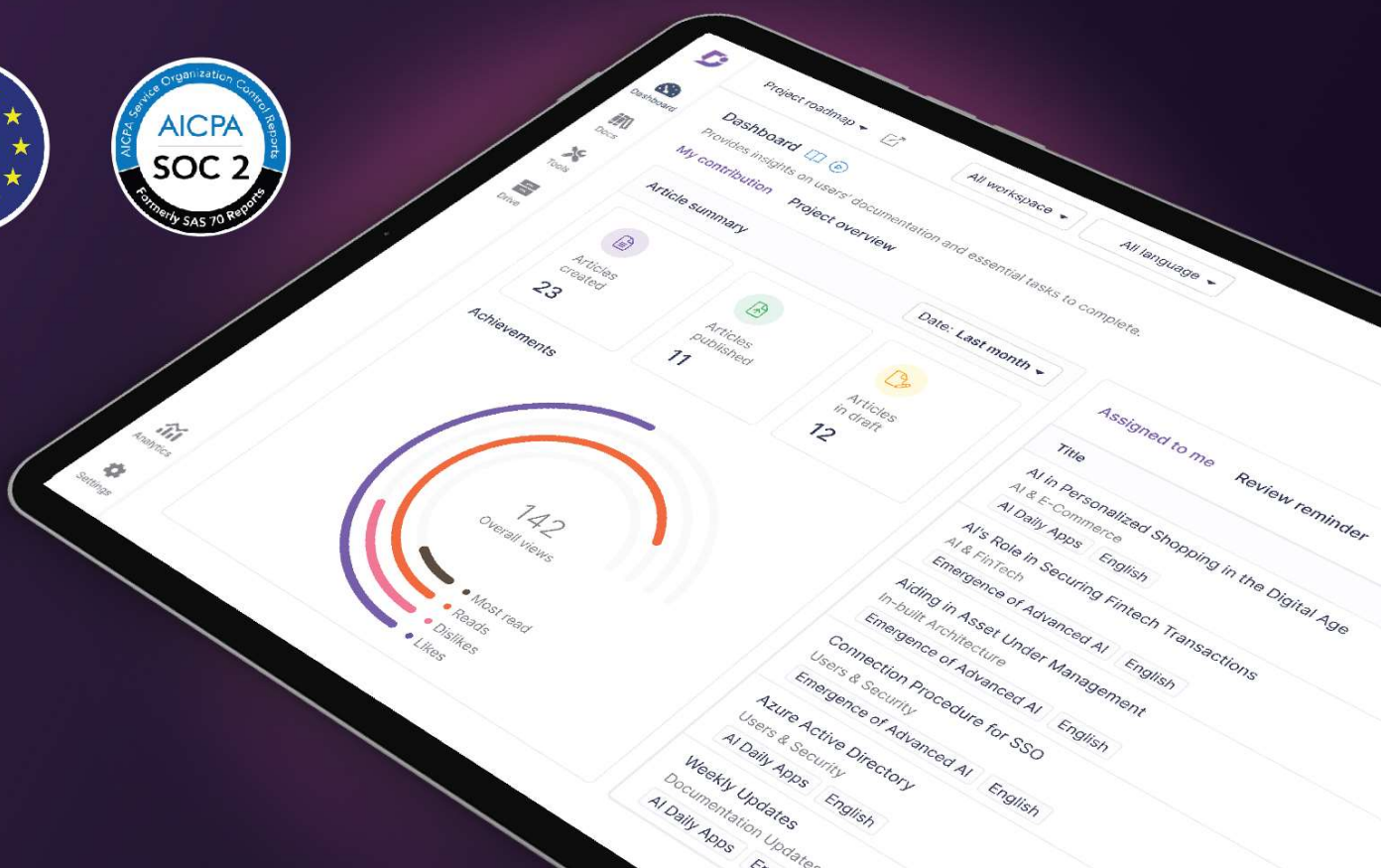
Modern SaaS knowledge base for **software documentation**

Awards and recognition

Capterra
★★★★⯪

G²
★★★★⯪

GetApp
★★★★⯪

Software Advice.
★★★★⯪

Trusted by thousands of users in over 100 countries

M · LANDING AI · NHS · BVB · DAIKIN · vmware · INSIDER

Document360 has helped Artegic AG create a good knowledge base, which in turn has helped us provide quality customer support to our external implementation partners and customers.

Jorg Sayn
Chief Technical Officer, Artegic AG

The number of tickets to our customer support team has decreased by 15% since we adopted Document360 over the course of one year

Thibaut de Robien
CEO, Fastmag

Document360 Limited

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