

Knowledge Base

A living reference to store all relevant project information in one accessible place.

Internal use: Keeps developers aligned across complex parts

External use: Keeps users updated and confident in interacting with the software

Top Pick:

AppFlowy offers version control features, simple markdown editing, local data storage, real-time collaboration, AI writing tools, and even project management tools for secure and seamless teamwork. However, AppFlowy lacks external knowledge base tools with limited integrations at a cost.

Price: \$10 / month for each user

Close Second:

GitBook has plenty of version control details with complete internal and external knowledge base features and an excellent UI along with several integrations (slack, jira, github, etc).

The internal and external versions will always reflect one another. When a GitBook doc is updated in its editor, the public-facing version will update automatically with no manual republish or resync. These GitBooks can also be easily embedded into a website use an iframe for easy user access.

Price: \$79 / month + \$10 / month for each user

Deciding Factors

While GitBook has plenty of great features, we might not need all of them at such a great financial expense. At the development level, AppFlowy exceptionally meets the needs of the team at an affordable price while not missing out on necessities. GitBook, no matter how great, might not completely fit our needs at the moment. Below are all of the knowledges bases that were up for consideration.

Potential Knowledge Base Tools

Docsie

Pros

- Internal and external knowledge base tools
- Easy and live embed into websites
- Internal edits reflect externally
- AI writing assistant
- Chatbots for external use

Cons

- Lacks customization
- Markdown is limited
- Limited version control

Gist

Pros

- Help center and chat in one place
- AI powered chatbots for external use
- Embed externally
- Customer feedback tools

Cons

- Not meant for complicated technical docs
- No version control
- Limited integrations and markdown

SharePoint

Pros

- Intense version control
- Team discussion boards and workflows

Cons

Internal focus

Complex

Old UI

No markdown, AI, or chatbot

Notion

Pros

Great UI

Drag and drop blocks

Internal and external use

AI assistant for writing and summarizing

Cons

No version control

UI learning curve

No chatbot

GitBook

Pros

Meant for developers

Uses markdown and code blocks

Supports many integrations (slack, github, figma)

Internal and external

Cons

Limited live sync

Almost no AI

No chatbot

AppFlowy

Pros

Local data option

Uses markdown

Also has project management tools

AI writing tools with plugins

Cons

Lacking mobile app UI

No external knowledge base support

Limited integrations

No chatbot

GitHub Wiki

Pros

Works well with Git

Complete version control

Markdown

Cons

Almost no external knowledge base support

No live preview of work

No AI tools or chatbots