**KB Tool - Confluence Knowledge Base.txt**

**Workflow: Confluence Knowledge Base Query for IT Support**

**Purpose:**  
This workflow is designed to integrate with a parent workflow, receiving a search query (e.g., from Slack or another channel) and using that query to search a Confluence knowledge base. The workflow processes the results, extracting key details (title, link, and a content excerpt) and returning them to the parent workflow for use in an AI agent's final response.

**Key Components**

1. Workflow Trigger and Input

* **Execute Workflow Trigger:**
  + **Function:** This node serves as the entry point for the workflow, receiving data from the parent workflow.
  + **Data Received:** The search query is passed from the parent workflow.

2. Query Confluence

* **Query Confluence (HTTP Request Node):**
  + **Purpose:** Searches the Confluence knowledge base for articles relevant to the input query.
  + **Endpoint:** https://n8n-labs.atlassian.net/wiki/rest/api/search
  + **Configuration:**
    - **Query Parameter:** Uses the input query (embedded in a CQL search string) to filter results.
    - **Headers:** Sets Accept: application/json to receive JSON-formatted results.
  + **Authentication:** Uses HTTP Basic Auth with a Confluence API key.

3. Process Confluence Results

* **Return Tool Response (Set Node):**
  + **Function:** Formats the response received from Confluence into a structured string.
  + **Output Format:**  
    The output includes:
    - **Title:** The title of the first result.
    - **Link:** A constructed URL based on the Confluence base URL and the web UI link from the result.
    - **Content:** An excerpt from the result, serving as a summary.
  + **Example Output:**

json

Copy

"Title": "Title of content so AI Agent will know the name of the content" "Link": "https://example.confluence.com/path-to-article" "Content": "Truncated output of content so that the large language model..."

4. Documentation and Guidance

* **Sticky Notes:**
  + **Sticky Note:**  
    Provides an overview of the workflow's purpose and its integration with the parent workflow.
  + **Sticky Note3:**  
    Explains the importance of using an effective Knowledge Base Tool (in this case, Confluence) and guides users on how to replace it if needed.
  + **Sticky Note5:**  
    Offers detailed instructions on enhancing query resolution by refining the search query using AI (with GPT-4) and retrieving precise Confluence articles.

**Data Flow Overview**

1. **Input Trigger:**
   * The **Execute Workflow Trigger** node receives the search query from the parent workflow.
2. **Search Execution:**
   * The **Query Confluence** node takes the query, constructs a CQL filter, and sends a request to the Confluence API.
3. **Result Processing:**
   * The **Return Tool Response** node formats the first result from Confluence, extracting the title, link, and content excerpt.
4. **Output:**
   * The formatted output is returned to the parent workflow for further processing or as part of the final AI agent's response.

**Configuration Tips**

* **API Authentication:**
  + Ensure that the Confluence API credentials are correctly set in the node's credentials settings.
* **Query Parameter Customization:**
  + The CQL query in the **Query Confluence** node is currently set to search for text matching the input query. Adjust the query if your knowledge base requires different search criteria.
* **Output Customization:**
  + The **Return Tool Response** node uses a simple string template to format the result. Modify this template as needed to match your desired output format.
* **Integration with Parent Workflow:**
  + This workflow is designed to be called from a parent workflow. Make sure the parent workflow is configured to send the correct search query and handle the returned data appropriately.