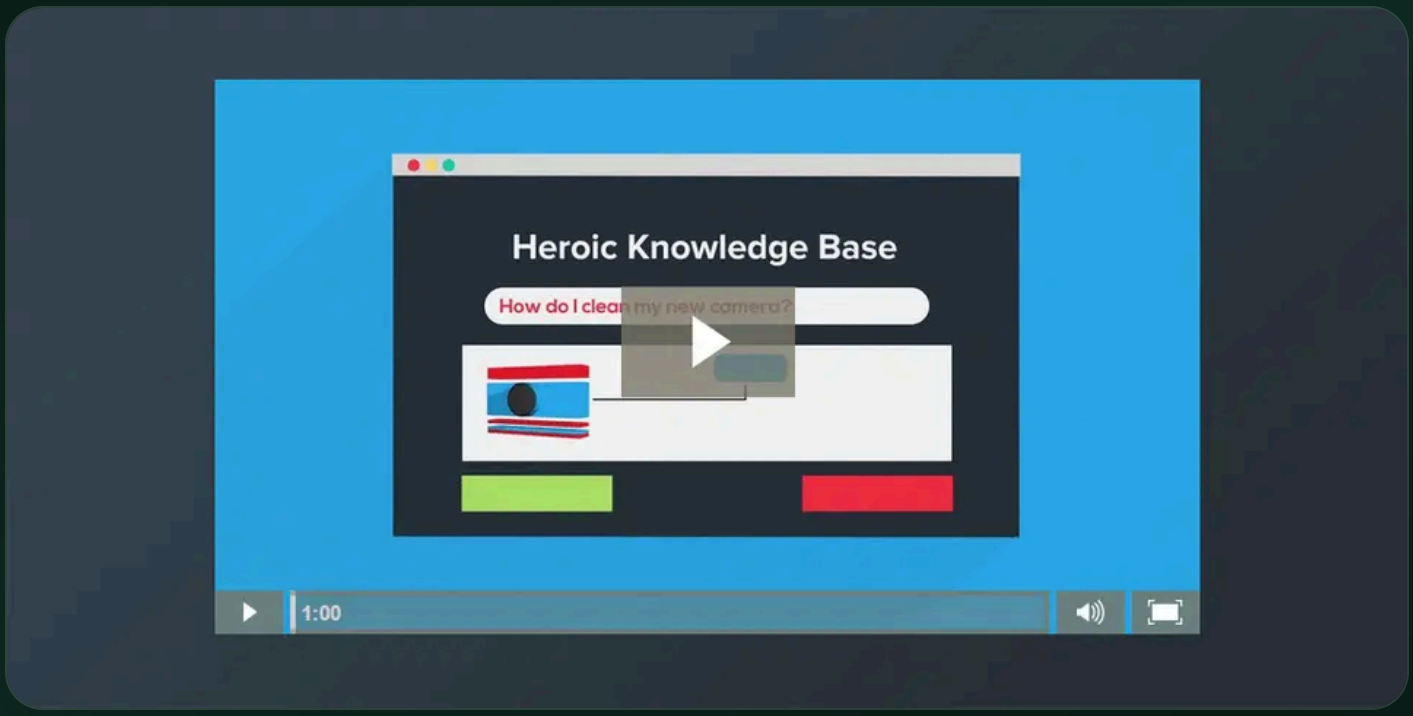
ToolGPA

NOVEMBER 2026

Heroic Knowledge Base

The Insider's Guide

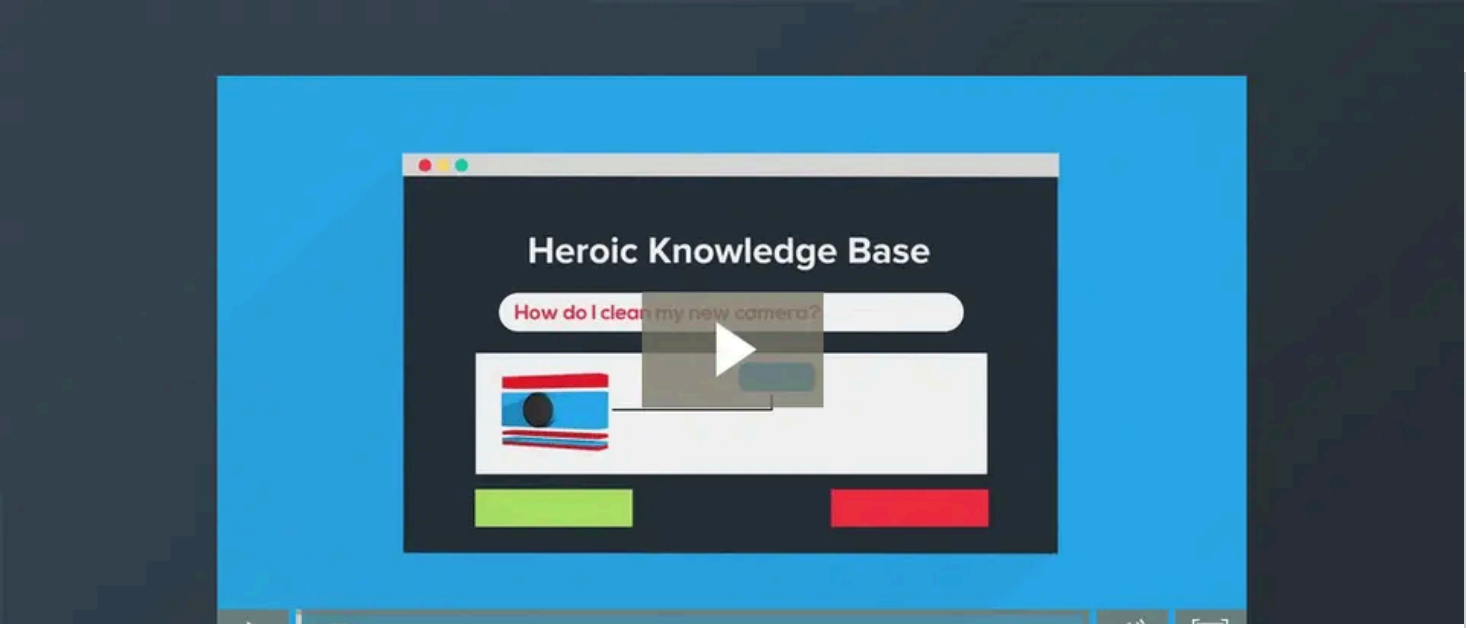
WordPress plugin for building a self-hosted knowledge base



Every plan, grade, refund rule and rival among help desk and live chat tools, read from Heroic Knowledge Base's own pages.

Made by HeroThemes · checked Nov 13, 2026 · toolgpa.com

1.8
GPA



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Who made this guide, what else is on the site, and how to cite it

ToolGPA put this guide together from Heroic Knowledge Base's own pages, its app-store listings and our grades. Every fact in it is on Heroic Knowledge Base's page too, where it is kept up to date. Checked Nov 13, 2026.

Welcome

What it is, who it suits, its grades and the ten things to know first

1.8

GPA, above 6 of the 92 other help desk and live chat tools we grade

Heroic Knowledge Base is a WordPress plugin from HeroThemes that turns a WordPress site into a searchable knowledge base, with a dedicated theme, FAQ and glossary builders and live search. It is sold as an annual license by number of sites, with unlimited users and articles.

> "
>
> **It needs a WordPress site you host and set up.**
>
> From our grade for ease of use

To get you started, here are **8 things to know about Heroic Knowledge Base**, taken from its own pages and our grades.

1 **Best for a WordPress knowledge base plugin**

Heroic Knowledge Base is a WordPress plugin for building a self-hosted knowledge base.

2 **Paid plans start at $14.08 a month when paid by the year**

As its pricing page puts it: $169 per year for 1 site, after a first year at $84.50.

3 **It runs on Web**

Web.

4 **Dedicated KB theme**

A purpose-built theme for launching a knowledge base site, with live search over the content stored in your own WordPress.

5 **FAQ and glossary builders**

Build multiple FAQ sections and large glossaries, import articles from CSV, and add a table of contents and attachments to articles.

6 **Multilingual content**

Run the knowledge base in several languages using WPML.

7 **A 1.8 GPA, above 6 of 92**

That is against the other help desk and live chat tools we grade, on value, the free plan, features, ease of use and platforms.

8 **Keep it**

The plain part of Heroic Knowledge Base you could make: help center, wiki and reports. What surrounds it you could not. The 1 things listed below take a company, not a weekend.

Heroic Knowledge Base at a glance

PRICING Paid, from $169 per year for 1 site, after a first year at $84.50	FREE PLAN No
FREE TRIAL None stated	RUNS ON Web
MADE BY HeroThemes	CATEGORY Help Desks & Live Chat
OUR GRADE 1.8 GPA, weak	

The report card

Best for a WordPress knowledge base plugin

Heroic Knowledge Base is a WordPress plugin for building a self-hosted knowledge base. It is $169 a year for one site, with half off the first year only.

TOOLGPA REPORT CARD **Heroic Knowledge Base** Graded Nov 13, 2026

SUBJECT	GRADE	COMMENT
Value for money	B	$169 a year for 1 site, about $14 a month. Plus is $349 and the AI plan $599.
Free plan and trial	F	Only a 14-day money-back guarantee, which is not a trial.
Features	C	A KB theme, FAQ and glossary builders, multilingual content, analytics and access control. Analytics, feedback and access control need Plus, and the AI assistant the top plan.
Ease of use	C	No store rating on record. It needs a WordPress site you host and set up.
Platforms and integrations	C	WordPress only, with WPML, Slack and Help Scout.
Grade point average		Weak, out of 4.0 **1.8**

An A is worth 4 points, a B 3, a C 2, a D 1 and an F nothing. The GPA is the average of the five.

Who Heroic Knowledge Base is for

- ✓ Fits if you already run a WordPress site and want a knowledge base
- ✓ Works for a site that wants a plugin rather than a hosted service

Who it is not for

- ✗ Not for you if you do not use WordPress, as there is no hosted version
- ✗ Tight if you want analytics or private articles, because those need Plus at $349
- ✗ Pricey if you renew, since the 50% first-year price only applies once
- ✗ Watch out: each site is one license, and each multisite sub-site counts separately

Good to know

Good for

- ✓ Companies whose site already runs on WordPress
- ✓ Teams that want to own their help content on their own domain
- ✓ Small teams that prefer one annual fee without per-seat charges

Worth knowing

- ⓘ It runs only inside WordPress; there is no hosted version without a WordPress site.
- ⓘ Each site counts as one license, and each multisite sub-site counts separately.
- ⓘ Search analytics, article feedback and access control need Plus; the AI assistant needs Pro + AI.
- ⓘ The 50% discount applies to the first year only; plans renew at the regular price.

PART 02 · PRICING

What it costs

Every plan, the free plan, ways to pay less and how prices have moved

$14.08

A month to start, paid by the year

Heroic Knowledge Base is a paid product, starting at $169 per year for 1 site, after a first year at $84.50.

HEROIC KB ESSENTIAL

$169

per year for 1 site

Unlimited users, a dedicated KB theme, FAQ and glossary builders, multilingual support and standard support. First year $84.50.

HEROIC KB PLUS

$349

per year for up to 3 sites

Adds search analytics, article feedback and access control for private or internal sites. First year $174.50.

HEROIC KB PRO + AI

$599

per year for up to 5 sites

Adds the Heroic AI Assistant, integrations such as Slack and HelpScout, and premium support. First year $299.50.

Read from herothemes.com on Nov 13, 2026.

Ways to pay less

OTHER SAVINGS

50% off the first year of any license

The plugin page shows each license at half price for the first year: $84.50, $174.50 and $299.50. It also states a 14-day money-back guarantee.

Stated on herothemes.com

What it does

Its main features, where it runs, what it works with and who makes it

1

Place it runs: Web

WordPress plugin for building a self-hosted knowledge base. Here is what it does, as its own site describes it, and what it covers: AI features, wiki, reports, help center.

> **A KB theme, FAQ and glossary builders, multilingual content, analytics and access control.**
>
> From our grade for features

Dedicated KB theme

A purpose-built theme for launching a knowledge base site, with live search over the content stored in your own WordPress.

FAQ and glossary builders

Build multiple FAQ sections and large glossaries, import articles from CSV, and add a table of contents and attachments to articles.

Multilingual content

Run the knowledge base in several languages using WPML.

Analytics and feedback

Plus adds popular and empty searches, article feedback and a view of which articles lead to support tickets.

Access control

Plus lets you lock the whole knowledge base, a category or a single article to logged-in users, or run it on an intranet.

AI assistant

The Pro + AI license includes the Heroic AI Assistant, plus integrations with Slack and HelpScout.

Where it runs

Web

What it works with

WordPress
WPML
Slack
HelpScout

Heroic Knowledge Base is made by HeroThemes.

Where it stands

Its grades against its category, and whether to keep it or make your own

6/92

Other help desk and live chat tools it is graded above

Heroic Knowledge Base's GPA of 1.8 is higher than 6 of the 92 other help desk and live chat tools we grade, and level with 19.

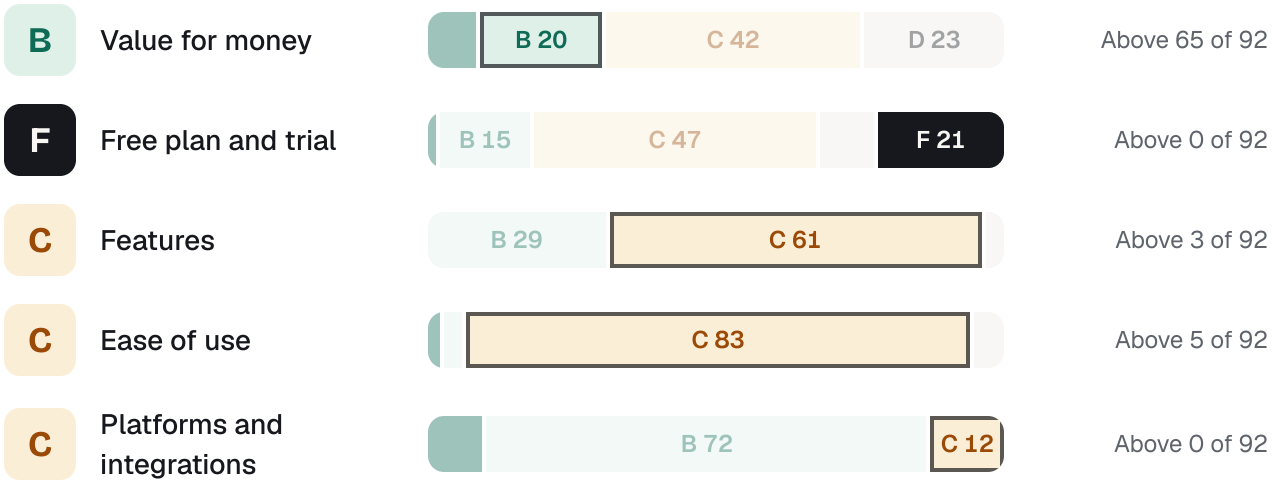
It stands best on value for money (B, above 65 of 92) and worst on free plan and trial (F, above 0).

Its paid plans start at $14.08 a month when paid by the year, against a middle price of $29 for the category: 11 of the 78 others that charge start lower.

On features, ease of use and platforms it scores 2.0 out of 4. 10 tools score higher and cost less.

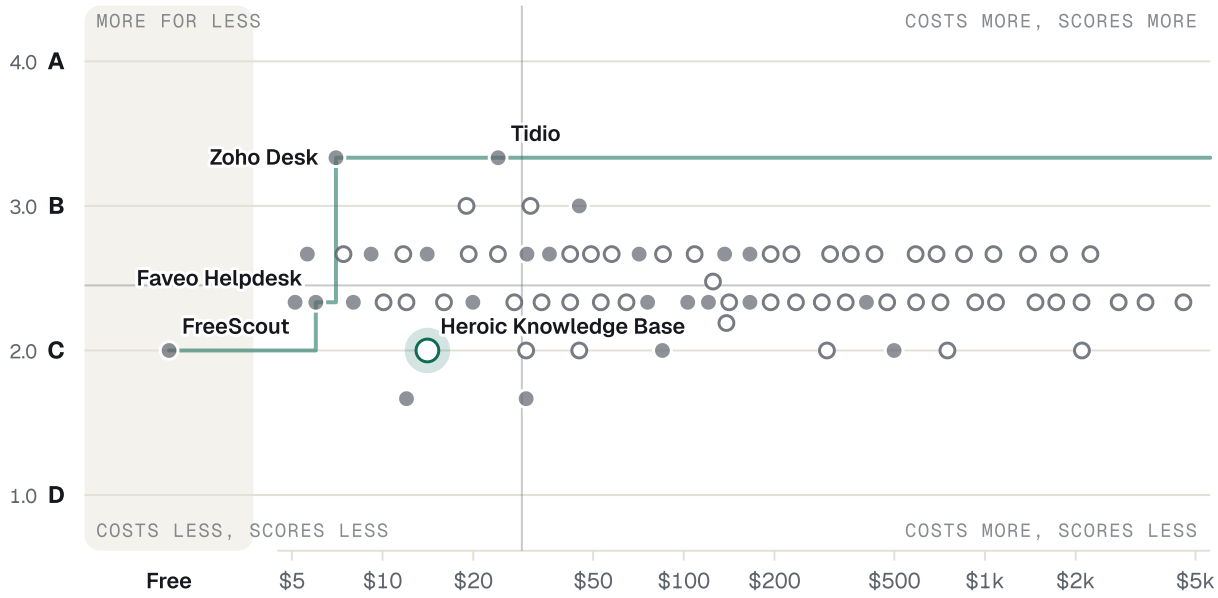
Each grade against the category

Every bar is all 93 help desk and live chat tools we grade, cut by the letter each got. Heroic Knowledge Base's own letter is outlined.



Price against what you get

Each dot is one of 80 help desk and live chat tools. Further left costs less; higher up scores better on features, ease of use and platforms. Heroic Knowledge Base is the marked dot.



What paid plans start at, a month (each step along is roughly double) ⍰

Keep it, or make your own?

Whether this is something you could build for yourself with an AI app builder, and what you would give up.

Keep it

The plain part of Heroic Knowledge Base you could make: help center, wiki and reports. What surrounds it you could not. The 1 things listed below take a company, not a weekend.

That makes this kind of software worth paying for, not this one in particular: 67 of the 92 other help desk and live chat tools grade higher. It costs $169 a year.

What you could make

- Help center, wiki and reports: an app builder makes these well.

What you could not

- × AI features, unless you pay a model provider for each request yourself.

What this rests on. Heroic Knowledge Base's listing: what it does, where it runs, what it plugs into and what it costs. It is a judgement about the kind of software this is. We have not built a replacement for it, and making your own means looking after it too. How we decide, and every tool's verdict.

The alternatives

The tools it is most often weighed against, side by side



Elevio, Zendesk, HelpDesk, Chatbase and Freshdesk

The 5 tools Heroic Knowledge Base is most often weighed against, with where each one differs from it.

2.0 GPA

Elevio

Free trial · from $125/mo

In-app help assistant and knowledge base for web products.

Heroic Knowledge Base and Elevio compared in full

2.4 GPA

Zendesk

Free trial · from $19/mo

Ticketing, messaging, help center and AI agents for support teams.

- Only Zendesk lists iOS and Android apps.
- Heroic Knowledge Base also covers wiki.
- Zendesk also covers help desk, live chat and AI support agent.

Heroic Knowledge Base and Zendesk compared in full

2.4
GPA

HelpDesk

Free trial · from $19/mo

Ticketing with an AI agent for email, chat, Messenger and SMS.

- Heroic Knowledge Base also covers wiki, reports and help center.
- HelpDesk also covers shared inbox, help desk, live chat, AI support agent, sMS marketing and chatbots.

Heroic Knowledge Base and HelpDesk compared in full

2.0
GPA

Chatbase

Free trial · from $32/mo

Build AI support agents trained on your content, priced by credits.

- Heroic Knowledge Base also covers wiki, reports and help center.
- Chatbase also covers help desk and AI support agent.

Heroic Knowledge Base and Chatbase compared in full

2.4
GPA

Freshdesk

Free trial · from $19/mo

Email ticketing help desk with a knowledge base and AI agents.

- Only Freshdesk lists iOS and Android apps.
- Heroic Knowledge Base also covers wiki.
- Freshdesk also covers shared inbox, help desk and AI support agent.

Heroic Knowledge Base and Freshdesk compared in full

PART 06 · QUESTIONS

Quick answers

The questions people ask about it, each answered in a line or two

13

Questions, each answered in a line or two

The short version of everything above, for when you only need the answer. Each one is told in full in its part of the guide.

Is Heroic Knowledge Base free?

No. Heroic Knowledge Base is a paid product, starting at $169 per year for 1 site, after a first year at $84.50.

How much does Heroic Knowledge Base cost?

Heroic Knowledge Base lists 3 plans. Heroic KB Essential: $169 per year for 1 site.

What platforms does Heroic Knowledge Base work on?

Heroic Knowledge Base is available on Web.

Does Heroic Knowledge Base offer any discounts?

Heroic Knowledge Base publicly lists the following: 50% off the first year of any license.

Does Heroic Knowledge Base have an Android app?

No Android app was listed when its pages were read on Nov 13, 2026. Heroic Knowledge Base is listed for Web.

Does Heroic Knowledge Base have an iPhone app?

No iPhone app was listed when its pages were read on Nov 13, 2026. Heroic Knowledge Base is listed for Web.

Is Heroic Knowledge Base open source?

Heroic Knowledge Base is not described as open source on its own site, as read on Nov 13, 2026.

What does Heroic Knowledge Base integrate with?

Heroic Knowledge Base's listing names WordPress, WPML, Slack and HelpScout.

Who makes Heroic Knowledge Base?

Heroic Knowledge Base is made by HeroThemes.

What are the alternatives to Heroic Knowledge Base?

The closest alternatives to Heroic Knowledge Base in our directory are Elevio, Zendesk, HelpDesk, Chatbase and Freshdesk.

How does Heroic Knowledge Base compare with other help desk and live chat tools?

Heroic Knowledge Base's GPA of 1.8 is higher than 6 of the 92 other help desk and live chat tools we grade, and level with 19.

Is Heroic Knowledge Base good value for money?

ToolGPA grades Heroic Knowledge Base B for value for money. Its paid plans start at $14.08 a month when paid by the year, against a middle price of $29 for the category: 11 of the 78 others that charge start lower.

Could I make my own version of Heroic Knowledge Base?

The plain part of Heroic Knowledge Base you could make: help center, wiki and reports.

Where this guide comes from

The prices, plans, platforms and features were read from Heroic Knowledge Base's own pages on Nov 13, 2026, and the grades were given on Nov 13, 2026. Graded from this listing, whose facts were read from Heroic Knowledge Base's own pages on 13 November 2026. Not based on using the product, and shorter than our full reviews.

Every tool we list gets five grades, A to F, each with its reason, and a GPA that averages them. How each is decided is at toolgpa.com/grades. This guide is ToolGPA's own work; it is not made, paid for or approved by HeroThemes. Prices change, so check herothemes.com before you buy.

herothemes.com/plugins/heroic-wordpress-knowl...

PART 07 · ABOUT

About ToolGPA

Who made this guide, what else is on the site, and how to cite it

7,721

Tools graded, in 95 categories

ToolGPA grades software the way a school report grades a pupil: five subjects, a letter for each with the reason written beside it, and a GPA that averages them. Prices, plans and platforms are read from each maker's own pages and dated, so you always know how fresh a figure is.

Every grade, review and ranking on ToolGPA is our own judgement. No company can pay for a grade or change one. Every tool on the site has a guide like this one, free to download and pass on. It all lives at **toolgpa.com**.

7,721	95	739	579
tools graded	categories	price changes on record	apps priced in 12 countries

What else is on toolgpa.com

Heroic Knowledge Base, kept up to date

Everything in this guide, with prices and grades as they are today

toolgpa.com/tools/heroic-knowledge-base

How grades are given

The rules behind every letter and every GPA

toolgpa.com/grades

Value charts

What each tool costs against what it scores, for every category

toolgpa.com/charts

Compare

Any two tools side by side, plan by plan

toolgpa.com/compare

Price changes

Every price rise and cut on record, each with its source

toolgpa.com/price-changes

Prices by country

What apps cost on the App Store in 12 countries

toolgpa.com/prices-by-country

Pay less

Every public discount: yearly billing, students, nonprofits

toolgpa.com/save

Keep or make

Which tools are worth paying for, and which you could build yourself

toolgpa.com/keep-or-make

Scan for the live page

Prices and grades as they are today

Quoting this guide?

Please name ToolGPA and link to the live page, so readers can check the figures for themselves:

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ToolGPA, "Heroic Knowledge Base: The
Insider's Guide", checked Nov 13, 2026.
https://toolgpa.com/tools/heroic-
knowledge-base
```

Know someone choosing between help desk and live chat tools?

Send them this guide: toolgpa.com/tools/heroic-knowledge-base/guide

ToolGPA elsewhere: youtube.com/@toolgpa

See our other guides

The best-graded help desk and live chat tools after Heroic Knowledge Base, each with an Insider's Guide of its own.

Help Desks & Live Chat Insider's Guide

Every one of the 93 help desk and live chat tools we grade, compared

Zoho Desk Insider's Guide

Low-cost ticketing help desk with a free plan for three users

3.4 GPA

Tidio Insider's Guide

Live chat, ticketing and the Lyro AI agent priced by conversations

3.2 GPA

ProProfs Live Chat Insider's Guide

Live chat with an AI agent, free for a single operator

3.0 GPA

ToolGPA

Choosing software? Every tool graded, every price dated.

Compare tools at toolgpa.com ›

Everything in this guide is ToolGPA's own summary of what Heroic Knowledge Base's pages, its app-store listings and public reviews said on the dates shown. Grades are our judgement under the rules at toolgpa.com/grades. Every grade, review and ranking on ToolGPA is our own judgement. No company can pay for a grade or change one. Heroic Knowledge Base is a trademark of its owner, and this guide is not made, paid for or approved by HeroThemes. Prices and plans change: check herothemes.com before you buy.