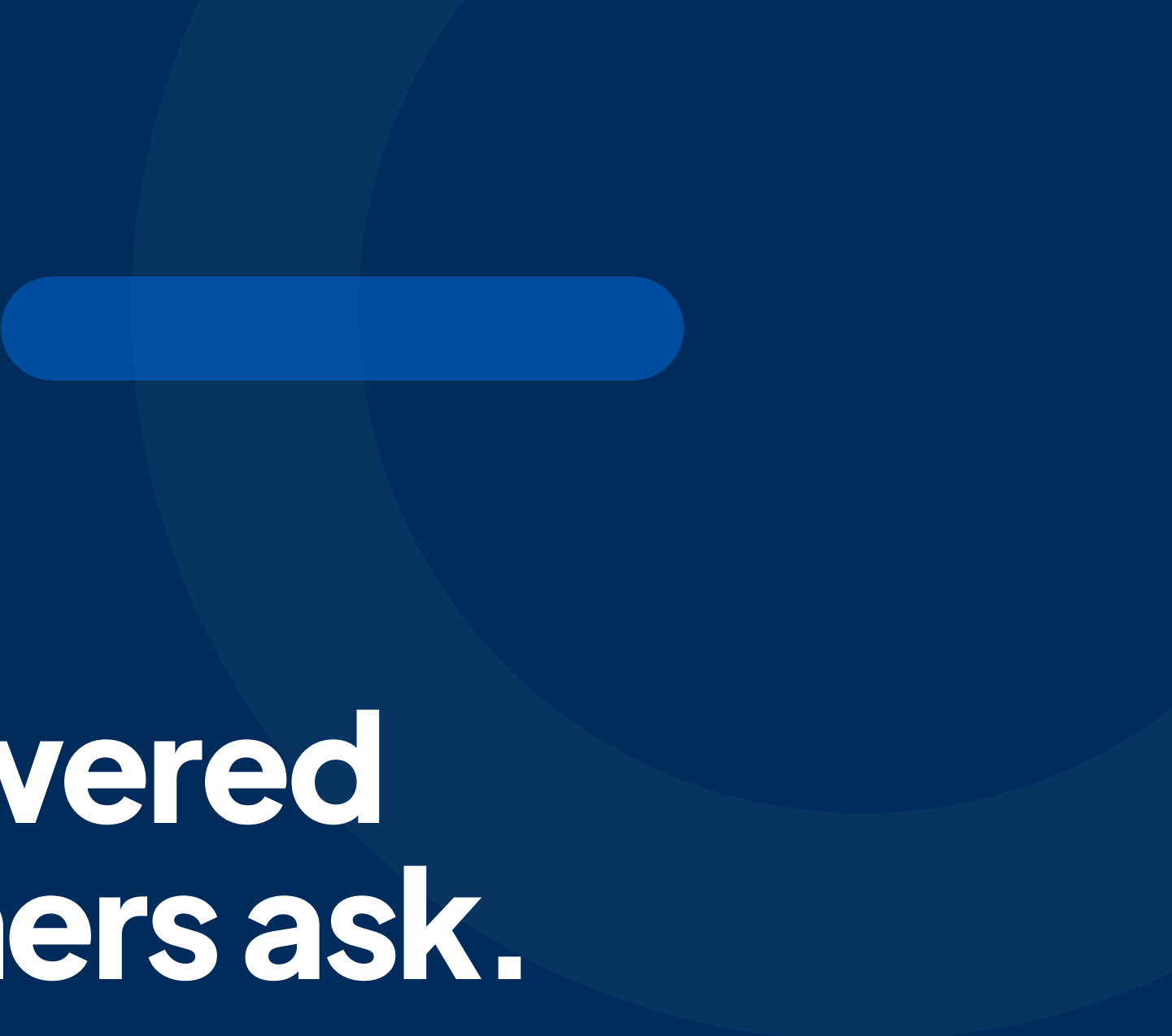




dōcent

One source of truth, answered everywhere your customers ask.

Write your docs once. Docent publishes them for search, gets them cited in ChatGPT and Google, answers customers on your website and WhatsApp, and shows you every question your docs can't answer yet.

- Cited by AI search

- Answers on your site

- People when it matters

- Shows the gaps

Your customers ask in three places. Your help docs answer in one.

01 · AI SEARCH

They ask ChatGPT first

Answer engines summarize whatever they can find about your product, whether or not it's current, and whether or not it's yours.

02 · YOUR WEBSITE

The bot answers from a copy

Help desk bots work from content synced in from somewhere else. When the sync lags, the bot is confidently wrong.

03 · YOUR TEAM

Nobody sees what's missing

Chat lives in one tool and docs in another, so the questions your docs can't answer never make it back to the people who write them.

The result: three versions of the truth, a support queue that never shrinks, and per-seat help desk pricing for the privilege.

One platform: docs written once, answered everywhere, and a clear view of what to write next.

01

Cited by answer engines

Clean, schema-rich articles with Markdown, chunked JSON and a generated llms.txt, so ChatGPT, Gemini and Google can read, trust and cite you.

02

Answered by your AI agent

One snippet on any site. The agent answers from your published articles only, links every source, and hands off to a person the moment one is needed.

03

Connected to your team's AI

Built-in MCP connects your docs to Claude, ChatGPT and Copilot, in both directions: read live content, and draft, edit and publish from a conversation.

Ask once. Get the answer and the article it came from.



Ada

AI agent · answers from our help center

Can I send at 9 AM in each customer's time zone?

Yes. When you schedule a send, choose **Send in each contact's time zone** and set 9:00 AM. The email goes out as 9 AM arrives in each time zone, over up to 24 hours.

Scheduling an email

Email › Sending · updated 3 days ago

[Open article ↗](#)

That helped 👍

Talk to a person

Sourced

Every answer links the article it used, so the customer can check it and your team can fix it.

Current

Answers come from published articles at the moment of the question. No sync, no copy, no stale version.

Honest

When the docs don't cover it, the agent says so and brings in your team instead of guessing.

An AI agent that answers from your docs, and only your docs.

Shared inbox

Watch every conversation as it happens and take over mid-answer.

Handoffs with context

Pick up with an AI-written summary. Outside support hours, the AI says when you're back and your team follows up by email.

Proactive

Greet visitors on pricing and demo pages, and start a chat with anyone on your site.

Connected

Route questions to the right team in Slack, and let the AI look up live data from your own APIs.



Website chat and WhatsApp, from the same knowledge and the same inbox.

Readers and chat users are always free. You pay for editors and for questions the AI actually resolves.

Every unanswered question makes your content better.

A help desk bot can only answer from what it's given. Because Docent owns your knowledge and the conversation, it shows you exactly what's missing, and every fix improves chat answers and AI search visibility at the same time.

01 · CUSTOMERS ASK

In their own words

Visitors ask the AI agent. Most get an instant, sourced answer.

02 · YOU SEE THE GAPS

In one report

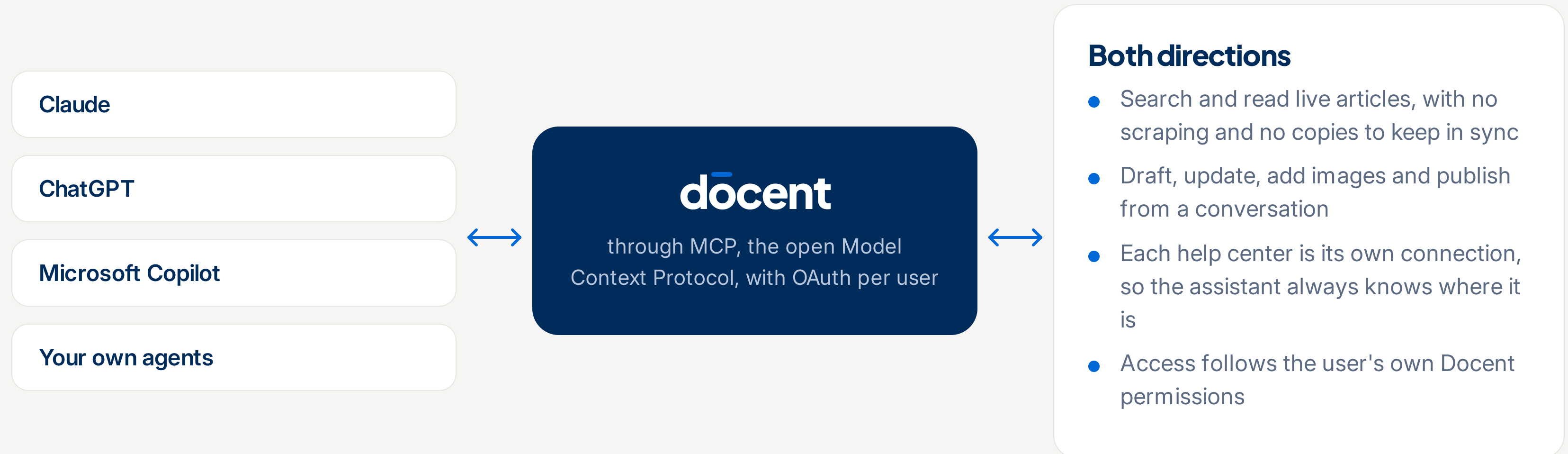
Questions the AI couldn't answer from your docs are collected, in your customers' own words.

03 · ONE ARTICLE FIXES BOTH

Chat and AI search

Publish the missing article. The agent answers it next time, and answer engines have something new to cite.

Your team keeps its AI assistant. Now it can read your docs, and write them.



Most knowledge tools expose docs to AI read-only. Docent is where teams write them, too.

— BUILT FOR ANSWERS, NOT JUST PAGES

Most documentation tools were built for pages. Here's the difference.

CAPABILITY	DOCENT	LEGACY DOCS TOOLS
AI-ready output	Semantic HTML, Markdown and chunked JSON for every article; llms.txt generated	Presentation-heavy HTML; exports need custom pipelines
Model Context Protocol	Built in, for reading and writing	Rarely supported, or read-only
AI chat agent on your website	Built in: answers only from your docs, with sources and human handoff	Requires a separate help desk and a knowledge sync
Unanswered questions → content gaps	One report of what customers asked that your docs don't cover	Chat and documentation live in different tools
Analytics and freshness	Built-in reports and review reminders	Add-ons, manual audits or external tools
Pricing model	Platform fee plus resolved questions; readers and chat users free	Per seat, per contact, or both

Pay for outcomes, not headcount.

1,500 CUSTOMER QUESTIONS A MONTH, ANSWERED BY
DOCENT

\$494 per month

- Growth plan, 5 editors included — \$249
- 1,000 AI resolutions included — \$0
- 500 more resolutions × \$0.49 — \$245

THE SAME 1,500 QUESTIONS, ANSWERED BY A PERSON

≈ \$12,000 per month

- At a conservative \$8 per support ticket
- Before hiring, training and turnover
- And the same questions come back next month

A resolution is a chat the AI answered from your docs and the customer confirmed, or left satisfied. Handoffs, "not helpful" ratings, contact requests and questions your docs couldn't answer are never charged.

Simple, in dollars. Readers and chat users are always free.

Starter

\$79 /mo

2 editors · 250 AI resolutions a month included

- Hosted docs on your domain
- Markdown and visual editor
- AI search and AI chat agent
- MCP server
- Basic analytics

MOST TEAMS

Growth

\$249 /mo

5 editors · 1,000 AI resolutions a month included

- Everything in Starter
- Version history and team collaboration
- Slack routing and API lookups
- Content gap reports

Enterprise

From \$999 /mo

Custom editors and resolution allowance

- Everything in Growth
- SSO / SAML and audit logs
- Auto-translations and custom CSS
- Priority SLA · annual agreement

Extra editors \$39/mo. Beyond the included allowance, \$0.49 per resolved chat. 30-day free trial, no credit card. Current details at trydocent.ai/pricing

Teams whose customers ask faster than support can answer.

Organizations

- SaaS companies of 50 to 500 people with a real help center, API docs or both
- Franchise and fitness brands answering the same member questions across every location
- Product teams that want their docs cited in ChatGPT and Google, not summarized from a forum
- Support leaders evaluating Intercom Fin who would rather not pay per seat and per contact

Teams inside them

- Support, which gets a first line that only says what the docs say
- Documentation and content, which finally see which questions go unanswered
- Developers, who get Markdown, JSON, search APIs and MCP instead of a scrape
- Marketing, which gets AEO-ready pages on the company domain

— READY TO BE THE ANSWER?

Start with your help center. See the answers. Then decide.

Import your existing docs, add one snippet to your site, and ask the questions your customers ask every week. Every answer links to its source.

[Start your free 30-day trial](#)

[See it live](#)

No credit card · plans from \$79/mo



trydocent.ai · Docs, AI search and AI support in one platform