

Ingestion Quickstart Guide

How to use Ingestion on your site.

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[PDF VERSION](#)

Tags | [Content](#) | [Ingestion](#) |

Applies to: Free Basic Business Enterprise

This documentation is for **Stack Internal Enterprise**. Free, Basic, and Business users can access their documentation [here](#). [Find your plan](#).

Overview

Stack Internal's content ingestion feature leverages the power of AI to quickly turn your internal documents into high-quality content on your Stack Internal site. This allows you to take static knowledge scattered across your organization and make it dynamic, accessible content your users can easily locate and integrate into their workflows.

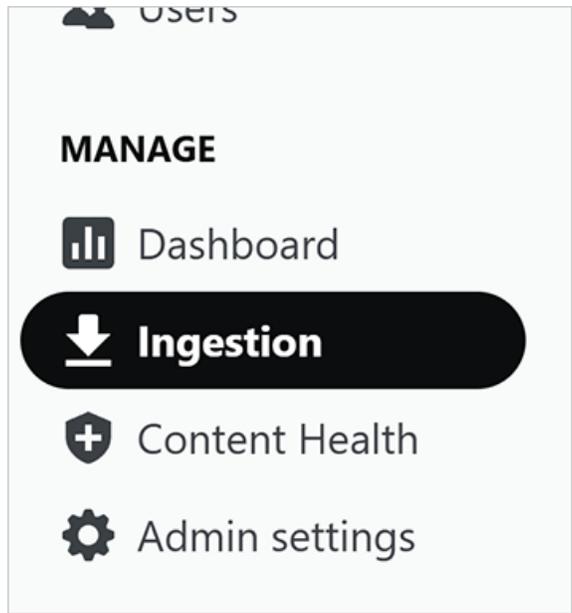
In this quickstart guide, we'll cover the basic features of Stack Internal Ingestion. For a fuller explanation of all Ingestion features, go to the [Ingestion support article index](#).

File ingestion process

In addition to connectors for Confluence Cloud and other tools (coming soon), you can upload "ad hoc" files of many types directly into the Ingestion pipeline. Using specialized AI, Ingestion analyzes the uploaded content and turns it into draft question and answer pairs. Users then review and edit the AI-generated questions and answers, publishing them to your Stack Internal site only when they meet your organization's quality standards.

Stack Internal Ingestion currently supports PDF files, markdown (text) files, several image file formats, as well as Microsoft Word, Excel, and Powerpoint files.

To access your site's Ingestion controls, click **Ingestion** in the left-hand menu under the "MANAGE" heading.



The Ingestion dashboard appears, showing the current status and recent history of Ingestion jobs. To add a new file for ingestion, click **Upload files** in the upper-right corner.

Ingestion

37 posts need review > Upload files

Q&A created i
583

Published i
539

In review i
37

Source	Type	Status	Q&A created	Published
Launch planning - 2026_03_13 07_40 PDT - Note...	Ad hoc	Completed	7	
Process guide 2025-08	Ad hoc	Completed	13	
P&L 2nd quarter.xlsx	Ad hoc	Completed	4	
Vendor best practices.pdf	Ad hoc	Completed	4	

Drag one or more files into the "File Ingestion" box, or click **choose your files** to browse for files. You can upload a file in any of the supported file types.



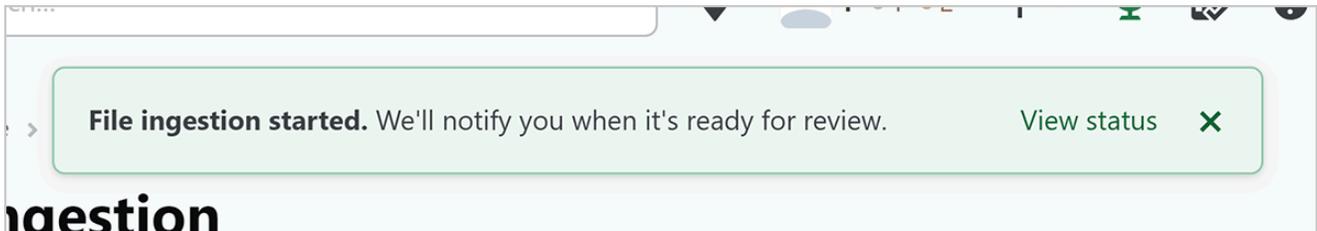
Drag files here to start ingestion

[Or choose your files](#)

Maximum size: 4 MiB

Supported file types: pdf, html, jpeg, jpg, png, heif, tiff, docx, xlsx, pptx, md

On successful upload, you'll see a green confirmation message at the top of the page. Click **View status** to see the status of your upload. You can also click **Done** at the bottom of the page to view the Ingestion job list.



You should see your new file listed on the Ingestion dashboard with a status of "Queued" or "Processing".

Ingestion 37 posts need review >

Upload files

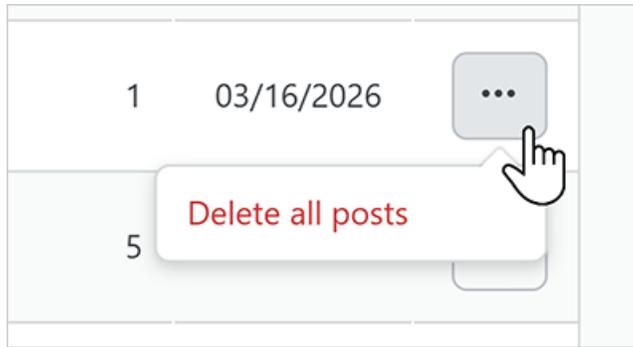
Q&A created ⓘ 583	Published ⓘ 539	In review ⓘ 37
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Source	Type	Status	Q&A created ↕	Published
saml_authentication_overview.pdf	Ad hoc	Processing	0	
Screenshot 2026-03-12 at 9.43.58 PM.png	Ad hoc	Failed	0	
Launch planning - 2026_03_13 07_40 PDT - Note...	Ad hoc	Completed	7	
Process guide 2025-08	Ad hoc	Completed	13	

When the ingestion process is complete, you'll see your document's status listed as "Completed". You'll also see the number of Q&A pairs created from your uploaded content.

Source	Type	Status	Q&A created ↕	Published
saml_authentication_overview.pdf	Ad hoc	Completed	11	
Screenshot 2026-03-12 at 9.43.58 PM.png	Ad hoc	Completed	11	

If you want to delete the Q&A pairs from a specific source file (for example: you uploaded the wrong document), click the **three dots** in the right-hand column. Click **Delete all posts**.



To review the posts created, click your document's name in the left-hand column. The Ingestion review page will appear.

Ingestion

Review ingested content

Review tasks Stats History

Filter *saml_authentication_overview.pdf; Ad hoc* Reviewed today: 0

What is SAML and how is it used for user authentication in Stack Internal Enterprise?
Created March 19 Viewed 1 time Source saml_authentication_overview.pdf

What is SAML and how does Stack Internal Enterprise use it for user authentication?

ai-assisted

Edit Question

asked Mar 20 at 12:58
T. ruiz
231 4

Comments

Add a comment

1 Answer

Actions

- Verify and publish**
This post looks good and should be published.
- Delete**
Post can't be fixed and should be deleted.

Submit Dismiss

Content score 63

Based on 9 evaluators Expand all

- 50 Knowledge Value
- 100 Source Fidelity
- 50 Answer Depth
- 75 Coherence

The Ingestion review page shows one of the Q&A pairs created from your uploaded file. On the right-hand side of the page is the "Content score" box. This box shows AI-generated quality scores based on metrics including answer depth, coherence, knowledge value, and more. Questions and answers with a higher overall content score will generally provide more value to your users.

You can edit the AI-generated question and answer by clicking the **Edit Question** and **Edit Answer** buttons respectively. While editing the question, you can also add to or delete the suggested content tags.

Tags

At least one tag is required.

ai-assisted X

customer-enablement X

Edit Summary

When you're satisfied with the quality of the content, publish it by setting the "Actions" selector to **Verify and publish** and clicking **Submit**. Until someone publishes the Q&A pair, it will be visible only to content reviewers.

Actions

Verify and publish

This post looks good and should be published.

Delete

Post can't be fixed and should be deleted.

Submit

Dismiss

If you choose to not keep the Q&A pair, you can delete it by setting the "Actions" selector to **Delete** and clicking **Submit**.

Lastly, you can skip the review of this Q&A pair by clicking **Dismiss**. You'll be shown another Q&A pair to review instead (if available). The content you're skipping remains in the review queue for others to review, and Stack Internal won't show you this Q&A pair again.

If you need further support or have questions, contact your site administrator.