Jitbit External Tool — search_bookstack

Overview

Field	Value
Workflow ID	qLw7S1Rr0eznKDhi
n8n URL	https://n8n.pbr.org.au/workflow/qLw7S1Rr0eznKDhi
Status	Active
Trigger	Webhook — called by Jitbit AI as a registered External Tool
Webhook URL	`https://n8n.pbr.org.au/webhook/jitbit-search-bookstack`
Systems	Jitbit Helpdesk (caller), BookStack (search target)

Purpose

This workflow acts as a bridge between the Jitbit AI assistant and PBR's internal BookStack documentation wiki. It is registered in Jitbit as an **External Tool** named `search_bookstack`. When the Jitbit AI is answering a helpdesk ticket and determines that relevant internal documentation may exist, it automatically calls this tool, passing search keywords extracted from the ticket. The workflow queries BookStack and returns a formatted list of matching pages — titles, types, URLs, and content previews — which the AI incorporates into its response to the technician.

How It Works

1. **Jitbit AI calls the webhook** via HTTP POST with a JSON body containing a `query` parameter — search keywords extracted by the AI from the ticket subject and body.

2. **Search BookStack** — the workflow calls `GET /api/search` on BookStack with the query string, requesting up to 8 results. Authentication uses the BookStack API token.
3. **Build response** — a Set node formats the results into a plain-text string. Each result includes: name, content type (page, chapter, or book), full URL, and a content preview snippet (up to 200 characters, HTML tags stripped).
4. **Respond to Jitbit** — the workflow returns a JSON response to the Jitbit AI containing the formatted `result` string and a `total_found` count.

Jitbit External Tool Configuration

This workflow is registered in Jitbit under **Admin > AI Features > External Tools** with the following settings:

Field	Value
Name	`search_bookstack`
URL	`https://n8n.pbr.org.au/webhook/jitbit-search-bookstack`
Description	Search PBR's internal IT documentation wiki (BookStack) for relevant articles, configuration guides, troubleshooting procedures, and technical documentation. Use this when a ticket involves a known system, technology, or procedure that may be documented internally.

Parameters

Name	Description	Required
`query`	Search terms extracted from the ticket — keywords describing the system or issue (e.g. "Proxmox iSCSI timeout" or "PA-440 IPsec VPN")	Yes

---

Response Format

The workflow returns a JSON object to the Jitbit AI:

```
{
  "result": "Page Title (page): https://bookstack.pbr.org.au/books/book-slug/page/page-slug
  Preview: content snippet...
```

```
Another Page (book): https://...",
  "total_found": 29
}
```

The `result` field is a formatted plain-text string the AI can read directly. `total_found` is the total number of matching results in BookStack (not just the 8 returned).

Nodes

Node	Type	Purpose
Receive from Jitbit AI	Webhook (POST, responseMode: responseNode)	Entry point — receives the search query from Jitbit AI
Search BookStack	HTTP Request (GET)	Calls `https://bookstack.pbr.org.au/api/search` with the query and count=8
Build Jitbit Response	Set	Formats the BookStack results array into a plain-text string; strips HTML tags from preview_html.content; falls back to "No preview available" if content is empty
Respond to Jitbit	Respond to Webhook	Returns the JSON result to the Jitbit AI caller

---

Credentials

Credential	Type	Used For
BookStack Token	HTTP Header Auth (`Authorization: Token id:secret`)	BookStack search API

Maintenance Notes

- The BookStack API token is stored as an HTTP Header Auth credential in n8n. Regenerate it at `https://bookstack.pbr.org.au` under the Claude_AI user profile if access is revoked.
- The result count is capped at 8 to keep AI responses focused. This can be adjusted in the Search BookStack node query parameter `count` if broader results are needed.

- BookStack search uses keyword matching. If searches return poor results, the issue is likely in the quality of keywords the Jitbit AI is passing — this is controlled by Jitbit's AI system prompt, not this workflow.
- Books and chapters without page-level content return "No preview available" in the result — this is expected behaviour, as BookStack only generates preview snippets for pages.

Revision #1
Created 2026-05-07 06:16:11 UTC by PBR_Documentation
Updated 2026-05-07 06:16:11 UTC by PBR_Documentation