Set up AI chatbot

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Make the AI chatbot your own. Customize or translate the wording it uses, such as the button label, AI disclaimer, intro text, and more.

Use this text customization to better match your knowledge base's tone or to translate the chatbot interface into another language.

Refer to Customize AI chatbot text for full instructions and descriptions of the various text strings you can edit.

> **Only use plain text and emojis**
> Customized default text can only contain plain text and emojis. If you try to enter HTML tags, we'll strip them out on-save.

Restrict access to the AI chatbot

Want to test the chatbot for a bit before releasing it to the world? Use the Reader access section in KB settings > AI chatbot to control who can see and use the AI chatbot in your knowledge base.

Choose from one of these options:

1. **All readers** (default): Use this option if you want everyone who can view your knowledge base to view and use the chatbot.

2. **Authors only**: Use this option if you want only logged-in authors to view and use the chatbot. This option can be especially useful if you want to test the chatbot without showing it to your readers.

3. **Specific reader groups**: Use this option if you want only members of certain reader groups to view and use the chatbot. Only readers assigned to these groups will see the chatbot button and be able to interact with it. This option can be especially useful if you want to share the chatbot only with certain groups, like internal teams or premium customers.

> **AI chatbot respects reader group permissions**
> The chatbot will only use articles that the current reader has permission to view in its responses, no matter what **Reader access** selection you make.