



Set up AI chatbot

Last Modified on 04/06/2026 10:39 am EDT



Limited access

This feature is in the Early access release phase, where we expect to release it but are testing it with a small number of customers to make sure it's ready for prime time.

To set up your AI chatbot, you'll:

Personalize the chatbot responses



Limited access

This feature is in the Early access release phase, where we expect to release it but are testing it with a small number of customers to make sure it's ready for prime time.

Our AI chatbot is basically an AI Agent that uses your knowledge base as its source material.

Before you [Enable AI chatbot widget for my knowledge base](#), use the **Personalize the chatbot responses** section to help refine your chatbot's tone and context:

1. Go to **KB settings > AI chatbot**. The AI chatbot page opens.
2. In the **Personalize the chatbot responses** section, follow the prompts to add context and personality to your chatbot:
 - a. Enter a description of your chatbot's tone and personality in the **Tone of voice** field, max of 200 characters. This can determine how formal or informal, friendly or professional your chatbot's responses are. For example, for the chatbot in our Support KB, we use "friendly and helpful, uses occasional owl puns". ☒
 - b. Enter some context about your organization or audience in the **Finish this sentence: "You are a chatbot answering questions for..."** field, max of 200 characters. Include your organization's name and some information about its products or its intended audience. For example, for the chatbot in our Support KB, we use "KnowledgeOwl, a company that makes B2B knowledge base software."
3. Be sure to **Save** your changes.

Customize default text for AI chatbot

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.

Enable AI chatbot widget for my knowledge base



Limited access

This feature is in the Early access release phase, where we expect to release it but are testing it with a small number of customers to make sure it's ready for prime time.

The AI chatbot is turned on by default on new accounts; existing accounts must opt in to use the AI chatbot in your knowledge base.

To turn the chatbot on or off,:

1. Go to **KB settings > AI chatbot**. The AI chatbot settings page opens.
2. Be sure you've already followed the instructions to [Personalize the chatbot responses](#).
3. Turn on the **Enable AI chatbot widget for my knowledge base control**.
4. **Save your changes**.

The AI chatbot will now appear in the lower right of all knowledge base pages!

I can't turn on the AI chatbot

If you can't flip the toggle to turn the AI chatbot on, you should see a message with text like this:

Semantic search must be enabled before you can turn on the AI chatbot. [Go to search settings](#) to enable it, then re-index your knowledge base.

If you see this message, your knowledge base doesn't have semantic search turned on. Follow the instructions to [enable semantic search](#) and perform a [reindex](#). Then you should be able to turn the chatbot on.

Optimize your content for the chatbot

While it isn't necessary to turn on the AI chatbot, you may need to review your content and update some of its structure to get the best performance out of the chatbot.

Refer to [How to optimize your content for the AI chatbot](#) for a list of content best practices that can help improve your chatbot's performance.