



Early access: AI chatbot & semantic search

Last Modified on 11/06/2025 2:37 pm EST

Many of our customers have been helping us get our [new AI chatbot](#) and [semantic search](#) off the ground over the last many months.

With your help, we're able to move the feature from Experimental fledgling feature status to Early Access status. Some of the major improvements we've made based on customer feedback are:

1. We've cleaned up the [semantic search](#) option. For those with access to it, they'll be able to toggle it on or off now. We also tidied up the [search settings](#). We hope it will be easier to navigate and choose settings in there now.
2. You now have the ability to [restrict access to the AI chatbot](#) to Authors only or to specific Reader Groups. This is when it's embedded into your knowledge base.
3. It's now also possible to [embed the Chatbot into your own website or app](#). If you are feeling fancy, you can optionally [add context attributes](#) to help the chatbot understand where, how, and who is using the chatbot.
4. Along with the ability to embed the chatbot in your own website or app, we added authentication methods to embed the chatbot from private knowledge bases in external sites. When you use [JWT](#) or [OAuth](#), you can restrict access to the embedded version to certain Reader Groups. However, in that case, it is not yet possible restrict the Chatbot to Authors-only when it is embedded in the third-party site.
5. You can now [customize the default text](#) on the AI Chatbot. Whether this is for legal compliance reasons or just to make it sound more like your brand, this can smooth any hurdles you might anticipate rolling the chatbot out.

With these changes, we're now enabling semantic search and the AI Chatbot on all new trial accounts. If you're an existing customer and would like access to these features, please [contact us](#).

We would love to have even more customers trying this out and helping us continue to improve it!

