



Customize AI chatbot text guide

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If you're using the [AI chatbot](#), you can make it more your own by customizing the text displayed in the chatbot. This text customization is slightly different, since you don't make these changes in [Customize > Default text](#).

To customize the default text for your chatbot:

1. Go to [KB settings > AI chatbot](#).
2. In the [Customize branding and default text](#) section, use the [Chatbot text sections](#) dropdown to select which type of text you'd like to customize.
3. Enter the customized text you'd like to replace any of the default text.
4. Be sure to [Save](#) your changes.

For more detailed instructions on each of the chatbot's sections of text, jump to one of the sections below:

- [Button text](#)
- [Header text](#)
- [Introduction screen text](#)
- [Input area text](#)
- [Response message text](#)
- [Error messages text](#)
- [Rating and feedback text](#)
- [Authentication screen text](#)



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.

Change chatbot button text

To change the chatbot button text, refer to the instructions in [Brand your AI chatbot](#).

Change chatbot header text

Select this chatbot window section to update the text or aria labels for icons in the header of the chatbot.

To update any of the text in the chatbot's header:

1. Select **Header** from the **Chatbot window sections** dropdown.
2. Edit the text strings that matter to you by adding your preferred text in the corresponding **Your text box**.
3. Be sure to **Save** your changes.

Here are the text strings available within the **Header** chatbot window section:

Default text	Description	Additional notes/description	Screenshot reference
AI chatbot	Main title shown at the top of the chatbot window	This label displays at all times when the chatbot is open.	1
Clear current chat	Aria-label and title for the refresh/clear chat button	Text displays when someone hovers over the refresh chat icon. This icon only displays once a reader has submitted a question to the chatbot.	2
Close Chatbot	Aria-label for the close chatbot button	Text never displays but aria-label will announce to screen readers. The close icon displays at all times when the chatbot is open.	3

Sample chatbot header

Change chatbot introduction screen text

Select this chatbot window section to update the text displayed when someone first opens the chatbot.

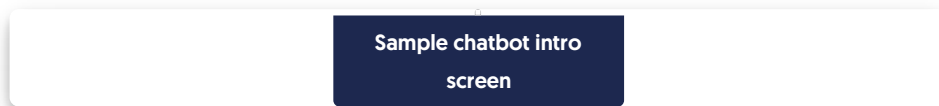
To update any of the text in the chatbot's introduction screen:

1. Select **Introduction screen** from the **Chatbot window sections** dropdown.
2. Edit the text strings that matter to you by adding your preferred text in the corresponding **Your text box**.
3. Be sure to **Save** your changes.

Here are the text strings available within the **Introduction screen** chatbot window section:

Default text	Description	Additional notes/description	Screenshot reference
How can I help?	Main heading displayed when chatbot is first opened	The stars icon above the header is added automatically and can't be customized or removed.	1

Default text	Description	Additional notes/description	Screenshot reference
I'm an AI chatbot that can search through the knowledge base and find the answers you need. Type your questions below!	Description text shown on the introduction screen	This text displays under the main heading. We recommend providing some guidance on how to use the AI chatbot here.	2
Always verify critical information. AI can make mistakes.	AI disclaimer/warning shown at bottom of intro screen	This text displays in a smaller text and a grey font. The warning icon is added automatically and can't be customized or removed.	3



Change chatbot input area text

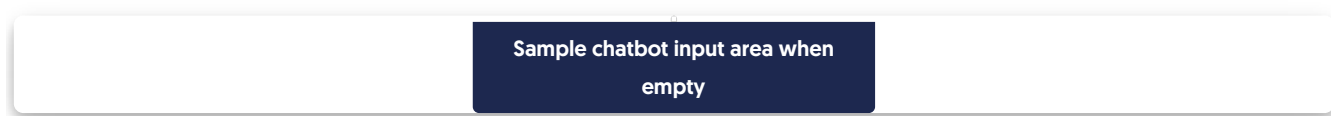
Select this chatbot window section to update the text or aria labels for the chatbot question input area.

To update any of the text in the chatbot's input area:

1. Select **Input area** from the **Chatbot window sections** dropdown.
2. Edit the text strings that matter to you by adding your preferred text in the corresponding **Your text box**.
3. Be sure to **Save** your changes.

Here are the text strings available within the **Input area** chatbot window section:

Default text	Description	Additional notes/description	Screenshot reference
Ask a question...	Placeholder text in the question input field		1
Submit question	Aria-label for the submit question button	Text never displays but aria-label will announce to screen readers.	2
Longer questions may be harder to answer.	Warning shown when user types a long question	This text only displays once a reader enters a question longer than 300 characters.	3



Sample chatbot input area when long question entered

Change chatbot response message text

Select this chatbot window section to update the text or aria labels for icons when the chatbot has generated a response message.

To update any of the text in the chatbot's response message:

1. Select **Response message** from the **Chatbot window sections** dropdown.
2. Edit the text strings that matter to you by adding your preferred text in the corresponding **Your text** box.
3. Be sure to **Save** your changes.

Here are the text strings available within the **Response message** chatbot window section:

Default text	Description	Additional notes/description	Screenshot reference
Copy AI response	Aria-label and title for the copy response button	Text displays when someone hovers over the response copy icon. The copy response icon appears in the upper right of the response message.	1
Response copied!	Message shown after successfully copying a response	This text appears briefly once you copy the AI response, in a small grey bubble.	2
Sources	Label for the sources section in AI responses	The Sources section displays at the bottom of the response window, identifying the sources the chatbot created its answer from.	3

Sample Copy AI response text

Sample response copied text

Sample Sources header

Change chatbot error messages text

Select this chatbot window section to update the text for error messages displayed in the chatbot.

These error messages are displayed in response to a reader's question. They're displayed surrounded by a thin grey border where the response would normally appear, like this:

Sample chatbot error
message

To update any of the text in the chatbot's error messages:

1. Select **Error messages** from the **Chatbot window sections** dropdown.
2. Edit the text strings that matter to you by adding your preferred text in the corresponding **Your text** box.
3. Be sure to **Save** your changes.

Here are the text strings available within the **Error messages** chatbot window section:

Default text	Description	Additional notes/description
Something went wrong. Please try again or refresh the page.	General error message for unexpected issues	
Sorry, I couldn't find content that matches your question. Try rephrasing it or focusing on topics related to this knowledge base.	Message shown when AI cannot find relevant content	This is the error message your readers are most likely to run into, since it appears any time they search for something the chatbot can't answer.
Something went wrong. Chatbot responses may be temporarily unavailable.	Message shown when chatbot service is temporarily down.	This message also displays if the chatbot's been turned on but no semantic search index exists.
Something went wrong. You may need to refresh the page.	Message suggesting user refresh the page	

Change chatbot rating and feedback text

Select this chatbot window section to update the text or aria labels for the chatbot's feedback section.

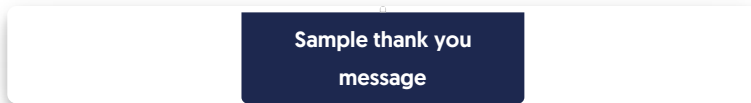
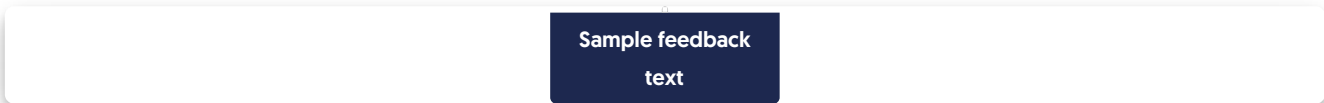
To update any of the text in the chatbot's feedback section:

1. Select **Rating & feedback** from the **Chatbot window sections** dropdown.
2. Edit the text strings that matter to you by adding your preferred text in the corresponding **Your text** box.
3. Be sure to **Save** your changes.

Here are the text strings available within the **Rating & feedback** chatbot window section:

Default text	Description	Additional notes/description	Screenshot reference
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Default text	Description	Additional notes/description	Screenshot reference
How did I do?	Question asking user to rate the response	This label displays at all times when the chatbot is open.	1
Good response	Aria-label and title for the thumbs up button	Text displays when someone hovers over the thumbs up icon.	2
Bad response	Aria-label and title for the thumbs down button	Text displays when someone hovers over the thumbs down icon.	3
Thanks for the feedback!	Message shown after user provides rating	This text is only shown once a reader selects the good or bad response thumb icon.	4



Change chatbot authentication screen text

Select this chatbot window section to update the text shown on the authentication screen of the of the chatbot. This text only applies if you've set up authentication for the chatbot to embed it in an external website. Refer to [Embed AI chatbot on an external website or app](#), [Chatbot JWT authentication](#), and [Chatbot OAuth 2.0 authentication](#) for more information.

To update any of the text in the chatbot's authentication screen:

1. Select **Authentication screen** from the **Chatbot window sections** dropdown.
2. Edit the text strings that matter to you by adding your preferred text in the corresponding **Your text** box.
3. Be sure to **Save** your changes.

Here are the text strings available within the **Authentication screen** chatbot window section:

Default text	Description	Additional notes/description
AI chatbot	Title shown while waiting for authentication	We recommend setting this to the same title set in the Header section .

Default text	Description	Additional notes/description
Waiting for authentication...	Message shown while waiting for authentication	This message displays while the authentication processes. It's replaced with the full chatbot contents.
