



# ☒ AI chatbot improvement: Add custom response rules

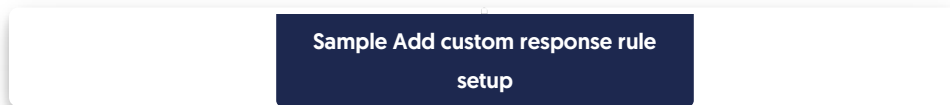
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We're quite proud of our [AI Chatbot](#) and recently made it available on all accounts without you having to request it. Adding to that sense of pride is that we are continually improving the feature based directly on feedback from our customers.

The latest improvement allows you to [add custom response rules to your AI Chabot](#). This means that you can set up triggers that give specific results within the system.

For example, you can set it so that if someone writes "speak to a human" they'll be immediately routed to your contact form. Or if there's a phrase that folks ask frequently and you know the exact place they want to land from there, you can just set it to send them there, without having the Chatbot search for and produce an answer for them.

Set up these responses in [KB settings > AI chatbot](#):



We hope y'all like this feature! As always, [contact us](#) if you have any feedback or questions for us. We love to help!