Kognetiks Chatbot Plugin Documentation

Kognetiks Chatbot is a plugin that allows you to effortlessly integrate conversational chat from OpenAI, Azure, NVIDIA, Anthropic, DeepSeek, local models using open-source servers into your website, providing a powerful, AI-driven chatbot for enhanced user experience and personalized support.

Conversational AI platforms - like those from OpenAI, NVIDIA, and others - use natural language processing and machine learning algorithms to interact with users in a human-like manner. They are designed to answer questions, provide suggestions, and engage in conversations with users. This is important because it can provide assistance and support to people who need it, especially in situations where human support is not available or is limited. It can also be used to automate customer service, reduce response times, and improve customer satisfaction. Moreover, these platforms can be used in various fields such as healthcare, education, finance, and many more.

The Kognetiks Chatbot is powered by OpenAI, NVIDIA, Anthropic or other AI platforms, via their APIs and Models to bring artificial intelligence to life within your WordPress website.

External Services

The Kognetiks Chatbot plugin relies on external AI services to provide chatbot functionality. It sends user queries and related data to a third-party AI provider for processing and response generation. By using this plugin, you agree to abide by each service's terms of service and privacy policy:

- OpenAI: Terms of Use | Privacy Policy
- NVIDIA: Terms of Use | Privacy Policy
- Anthropic: Terms of Service | Privacy Policy
- DeepSeek: Terms of Use | Privacy Policy
- Mistral: Terms of Service | Privacy Policy
- JAN.AI: About | Privacy Policy

IMPORTANT:

- This plugin requires an API key from OpenAI, NVIDIA, Anthropic, DeepSeek, Mistral to function. Without an API key, the chatbot cannot process user queries.

- Obtain API keys here:

    - OpenAI API Keys
    - Auzre API Keys
    - NVIDIA API Keys
    - Anthropic API Keys
    - DeepSeek API Keys
    - Mistral API Keys

- By entering your API key from the AI provider of your choice and activating the chatbot, you:
    - Consent to sending user queries and related data to the selected AI provider for processing and response generation.
    - Agree to abide by the provider's terms of service, pricing, and privacy policy.
    - Acknowledge that your data, including text submitted by users, may be transferred to and processed by the AI platform in accordance with its privacy policy.

NOTE: You are responsible for any fees associated with the use of the selected AI platform. Be sure to review each provider's pricing and usage policies before proceeding.

Introducing the Sentential Context Model - BETA FEATURE OFFERING

The Kognetiks Chatbot plugin now includes a novel feature: the Sentential Context Model. This new beta feature allows the chatbot to generate intelligent responses by leveraging your website's content - no AI platform connection required. It's perfect for localized use or content-focused applications, this feature makes the chatbot more versatile than ever.

What's new in Version 2.3.0

- Mistral API: Added Settings and API for Mistral's API for chat completions and agents.
- Bug Fixes: Resolved minor issues and bugs identified after release of version 2.2.9.

Past Updates

- Information about past updates can be found here.

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Notice

While AI-powered applications strive for accuracy, they can sometimes make mistakes. We recommend that you and your users verify critical information to ensure its reliability.

Disclaimer

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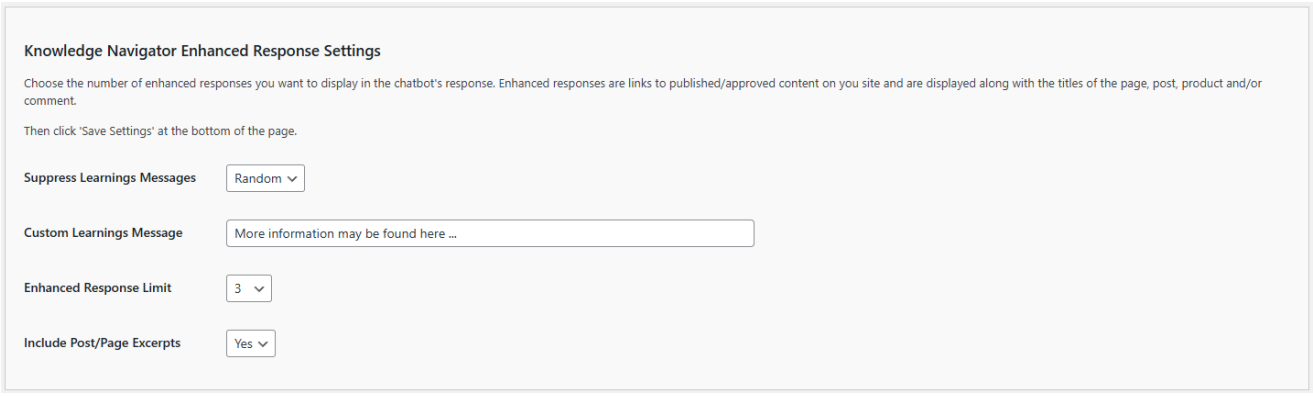
Configuring the Knowledge Navigator Enhanced Response Settings

The Enhanced Response settings allow you to customize how additional information is presented in the chatbot's responses. These enhanced responses include links to related content on your site, helping users find more detailed information. Follow these steps to configure these options:



1. Suppress Learnings Messages:
    - Description: This setting controls whether to display or suppress learning messages in the chatbot's responses.
    - Options:
        - Random: Display random learning messages.
        - Custom: Displays your custom learning messages.
        - None: Never display learning messages.

- Selection: Choose the option that best fits your content strategy and user engagement goals.

2. Custom Learnings Message:

   - Description: This field allows you to customize the message that accompanies the enhanced responses.
   - Input: Enter a custom message that will be displayed along with links to related content.
   - Example: "More information may be found here..."

3. Enhanced Response Limit:

   - Description: This setting determines the maximum number of enhanced responses to display with each chatbot interaction.
   - Options: A numeric value between 1 and 10 items (the default is 3).
   - Selection: Choose a number based on how much supplementary content you want to provide without overwhelming the user.

4. Include Post/Page Excerpts:

   - Decription: This setting determines if post or page excerpts are include with any learning messages.
   - Options: Yes to return post or page excerpts with learning messages, No (default) to exclude excerpts.
   - Selection: Choose the option that best fist your content strategy and user engagement goals.

Steps to Configure

1. Navigate to the Knowledge Navigator Enhanced Response Settings section of the Kognetiks Chatbot plugin in your WordPress dashboard.

2. Set the Suppress Learnings Messages dropdown to the desired option (Random, Always, or Never).

3. Enter a custom message in the Custom Learnings Message field to guide users towards additional information.

4. Set the Enhanced Response Limit to the number of enhanced responses you want to display with each chatbot interaction.

5. Set the Include Post/Page Excerpts dropdown to the desired option (Yes or No).

6. Click 'Save Settings' to apply your changes.

Tips

- Balancing Information: Choose an enhanced response limit that provides valuable information without overwhelming the user. Typically, 3-5 responses strike a good balance.
- Engagement: Custom learning messages can encourage users to explore more of your content, increasing engagement and time spent on your site.
- Relevance: Ensure that the related content linked in enhanced responses is relevant to the user's query to maintain usefulness and user satisfaction.

By configuring these settings, you can enhance the chatbot's responses with additional relevant content from your site, improving the overall user experience and engagement.

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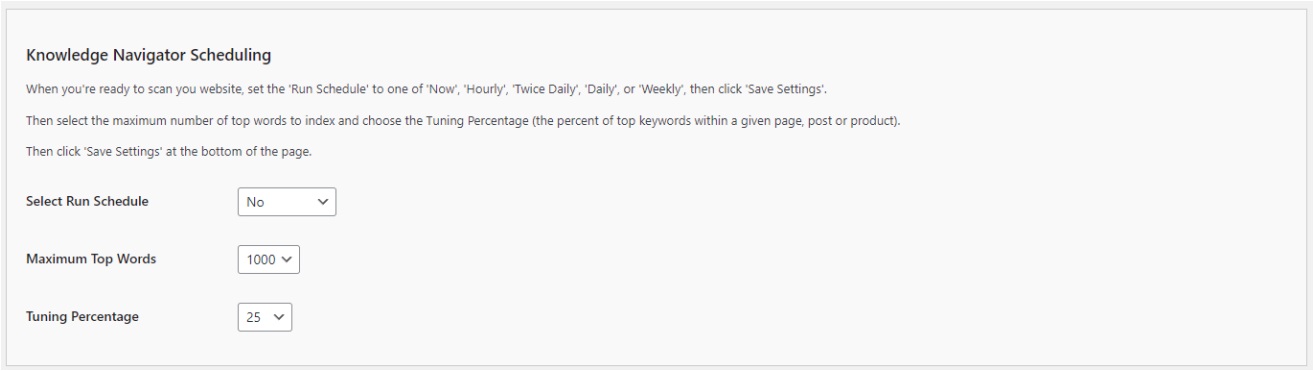
Configuring the Knowledge Navigator Scheduling

The Knowledge Navigator Scheduling settings allow you to automate the content analysis process, ensuring that your chatbot's knowledge base remains current. Follow these steps to configure these options:



1. Select Run Schedule:
    - Description: This dropdown allows you to set the frequency at which the Knowledge Navigator scans your website content.
    - Options:
        - No: No schedule has been set.
        - Now: Runs the scan immediately - non-recurring schedule.
        - Hourly: Runs the scan every hour.
        - Twice Daily: Runs the scan twice a day.
        - Daily: Runs the scan once a day.

        - Weekly: Runs the scan once a week.
        - Disable: Disables the scheduled runs altogether.
        - Cancel: Stops the current run.
    - Selection: Choose the frequency that best suits your content update schedule. For frequently updated sites, Hourly or Daily is recommended.

2. Maximum Top Words:

    - Description: This setting determines the maximum number of top words to index during the scan.
    - Options: A numeric values between 100 and 1,000 (the default is 100).
    - Selection: Set a value that balances thorough indexing with performance. A higher number will index more words but may take longer.

3. Tuning Percentage:

    - Description: This setting specifies the percentage of top keywords within a given page, post, or product to include in the index.
    - Options: A number value - expresses as a percentage between 10 and 100 (the default values is 25 or 25%).
    - Selection: Adjust the percentage based on the desired level of keyword detail. A higher percentage will include more keywords from each item.

Steps to Configure

1. Navigate to the Knowledge Navigator Scheduling section of the Kognetiks Chatbot plugin in your WordPress dashboard.

2. Set the Select Run Schedule dropdown to the desired frequency for content scans.

3. Enter the desired number of Maximum Top Words to index during each scan.

4. Set the Tuning Percentage to the desired level of keyword inclusion from each content item.

5. Click 'Save Settings' to apply the changes.

Example Configuration

- Select Run Schedule: Daily

- Maximum Top Words: 1000

- Tuning Percentage: 25%

This configuration will ensure that the Knowledge Navigator scans your website content once a day, indexing up to 1,000 top words and including 25% of the top keywords from each content item.

Tips

- Frequency of Updates: Choose a run schedule that matches how frequently your content is updated. For static sites, a weekly scan might be sufficient, while dynamic sites may benefit from hourly or daily scans.
- Performance Considerations: Higher values for top words and tuning percentage provide more detailed indexing but can affect performance. Adjust these settings based on your server capacity and performance requirements.
- Immediate Updates: Use the Now option if you need to run an immediate scan after significant content changes.

By configuring these settings, you ensure that your Kognetiks Chatbot stays up-to-date with the latest content on your website, providing accurate and relevant information to users.

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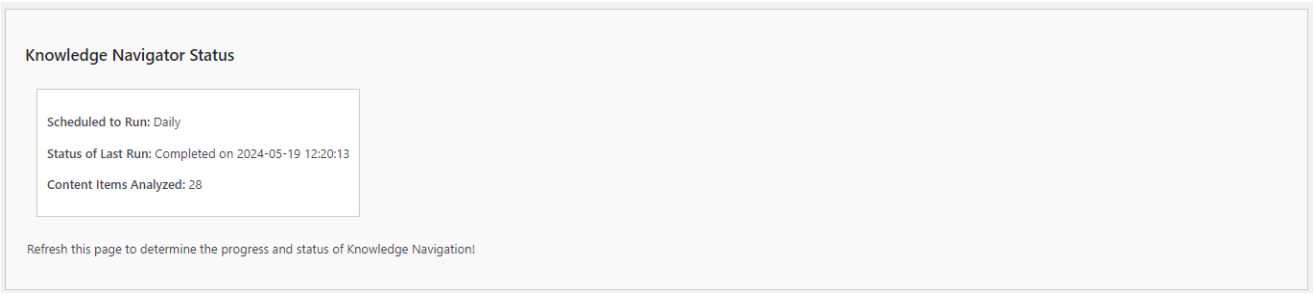
Understanding the Knowledge Navigator Status

The Knowledge Navigator Status section provides an overview of the automated content analysis process performed by the Kognetiks Chatbot. This helps ensure that the chatbot's knowledge base is up-to-date and accurate. Here's how to interpret and use the information provided:



1. Scheduled to Run:
    - Description: Indicates how frequently the Knowledge Navigator is scheduled to run.
    - Example: If it's set to "Daily," the system will automatically analyze content every day.
    - Use: Verify that the schedule aligns with your content update frequency to keep the chatbot's knowledge current.

2. Status of Last Run:
    - Description: Provides the date and time of the last completed run of the Knowledge Navigator.
    - Example: "Completed on 2024-05-19 12:20:13."
    - Use: Ensure that the last run date is recent, confirming that the content analysis is happening as scheduled.
3. Content Items Analyzed:
    - Description: Displays the number of content items analyzed during the last run.
    - Example: "28" items.
    - Use: Check the number of items to ensure that all expected content is being analyzed. A significant change in this number may indicate new content additions or deletions.

Steps to Utilize

1. Verify Schedule:
    - Ensure that the "Scheduled to Run" frequency matches your requirements for content updates. If you frequently update your site content, a daily schedule is recommended.
2. Monitor Last Run Status:
    - Regularly check the "Status of Last Run" to ensure that the Knowledge Navigator is running as expected. If the last run date is not recent, there may be an issue that needs attention.
3. Check Content Items Analyzed:
    - Look at the "Content Items Analyzed" to confirm that the expected number of items are being processed. This helps in verifying that the Knowledge Navigator is correctly scanning your content.
4. Refresh for Updates:
    - Refresh the page periodically to get the latest status updates. This can be helpful immediately after making significant changes to your content or settings.

Troubleshooting Tips

- Inconsistent Analysis: If the number of content items analyzed seems incorrect, check for recent content additions or deletions that may have affected the count.
- Stale Data: If the "Status of Last Run" is outdated, ensure that the scheduler is configured correctly and that there are no issues with the automated process.

- Frequency Adjustments: If your content updates vary, adjust the "Scheduled to Run" frequency accordingly to ensure timely content analysis.

By understanding and utilizing the Knowledge Navigator Status settings, you can ensure that your Kognetiks Chatbot remains accurate and effective in providing up-to-date information to users.

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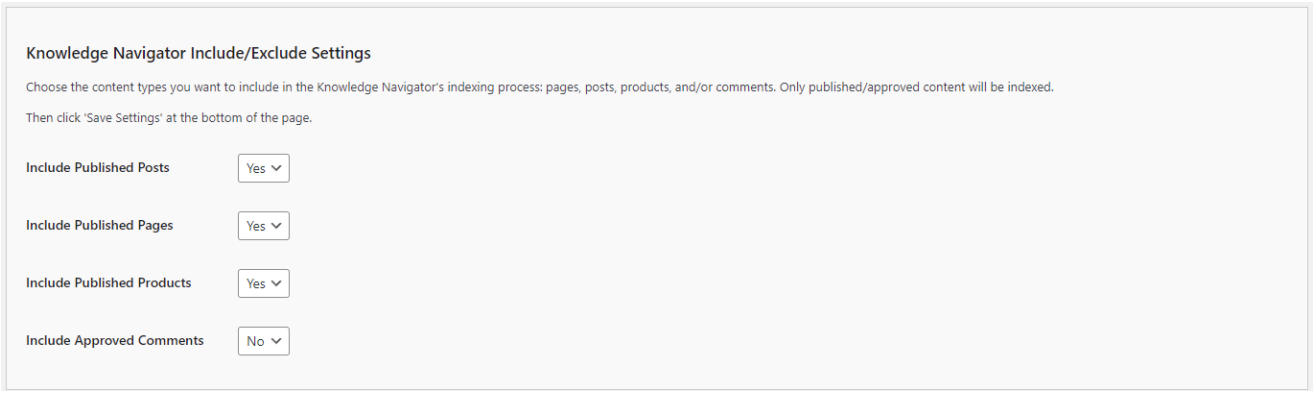
Configuring the Knowledge Navigator Include/Exclude Settings

The Include/Exclude settings allow you to specify which types of content the Knowledge Navigator should index. This helps you control the scope of the content that your chatbot can reference. Follow these steps to configure these options:



1. Dynamic Post Type Selection:
    - Description: The Knowledge Navigator automatically detects all public post types on your site that have published content.
    - Options: For each post type, you can select Yes or No.
    - Default: No for any new post types.
    - Selection: Choose Yes to include a post type's content in the indexing process or No to exclude it.
2. Include Approved Comments:
    - Description: This setting determines whether the Knowledge Navigator should include approved comments in its indexing process.
    - Options: Yes or No.
    - Default: No.
    - Selection: Choose Yes to include approved comments or No to exclude them.

Steps to Configure

1. Navigate to the Knowledge Navigator Include/Exclude Settings section of the Kognetiks Chatbot plugin in your WordPress dashboard.
2. For each post type displayed:
    - Set the option to Yes if you want that type of content to be included in the indexing process.
    - Set the option to No if you want to exclude that type of content.
3. Set the Include Approved Comments option to Yes or No depending on whether you want comments to be indexed.
4. Click 'Save Settings' to apply your changes.

Tips

- Content Relevance: Include only the content types that are relevant to your chatbot's purpose. For instance, if your chatbot primarily provides customer support, you might include products and approved comments but exclude blog posts.
- Performance Considerations: Excluding less relevant content can improve indexing performance and reduce the load on your server.
- Updating Settings: Revisit these settings periodically, especially if your content strategy changes or if you add new post types to your site, to ensure the chatbot indexes the most relevant information.
- New Post Types: When you add new post types to your site, they will automatically appear in the settings with a default value of No. Review and update these settings as needed.

By configuring these settings, you ensure that your Kognetiks Chatbot indexes only the content that is most pertinent to its function, improving the relevance and accuracy of the information it provides to users.

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Knowledge Navigator

Introducing Knowledge Navigator - the smart explorer behind our Kognetiks Chatbot plugin that's designed to delve into the core of your website. Like a digital archaeologist, it embarks on an all-encompassing journey through your site's published content, carefully following

every internal link to get a holistic view of your content. The exciting part? It sifts through each page, extracting the essence of your content in the form of keywords and phrases, gradually building a meticulous, interactive map of your website's architecture.

What's the outcome? Detailed "results.csv" and "results.json" files are created, tucking away all this valuable information in a dedicated 'results' directory within the plugin's folder. The prime objective of Knowledge Navigator is to enable the Kognetiks Chatbot plugin to have a crystal clear understanding of your website's context and content. The result? Your chatbot will deliver responses that are not just accurate, but also fittingly contextual, thereby crafting a truly bespoke user experience. All this is powered by the advanced AI technology of offer by OpenAI's, NVIDIA's, and other's Large Language Model (LLM) APIs.

And how does the Knowledge Navigator do all this? It employs a clever technique known as TF-IDF (Term Frequency-Inverse Document Frequency) to unearth the keywords that really matter. The keywords are ranked by their TF-IDF scores, where the score represents the keyword's relevance to your site. This score is a fine balance between the term's frequency on your site and its inverse document frequency (which is essentially the log of total instances divided by the number of documents containing the term). In simpler words, it's a sophisticated measure of how special a keyword is to your content.

Sections

- Knowledge Navigator Status
- Knowledge Navigator Scheduling
- Knowledge Navigator Include/Exclude Settings
- Knowledge Navigator Enhanced Response Settings

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Tools

This tab provides tools, tests and diagnostics that are enabled when the Chatbot Diagnostics are enabled on the Messages tab.

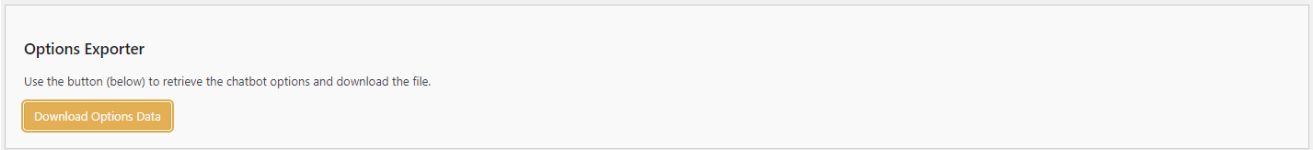
There are three tools currently available:

- Options Exporter
- Manage Error Logs
- Manage Widget Access Logs

Each tool is briefly described below.

Options Exporter

Export the Chatbot options to a file. This excludes sensitive information such as your API key.



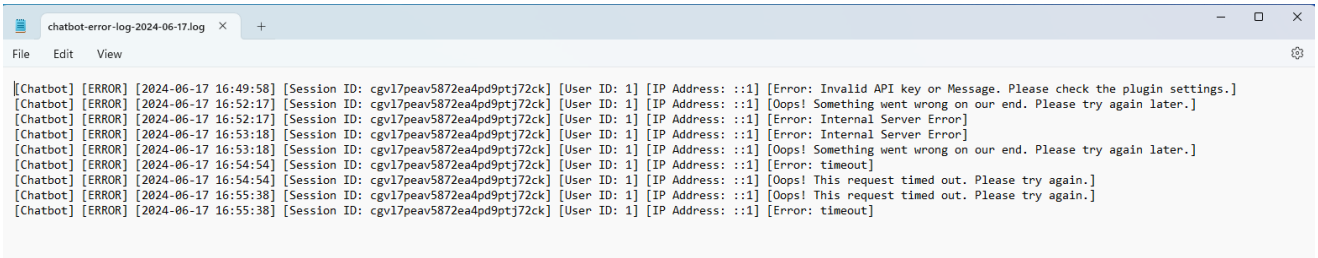
Steps:

1. Download Options Data:
    - Use the Download Options Data button to retrieve the chatbot options and download the file.

Manage Error Logs:

The Manage Error Logs section provides direct access to the chatbot's unique errors. If you're experiencing a problem with the chatbot, please check the error logs to see if you can determine what might be the problem.

Example Error Log

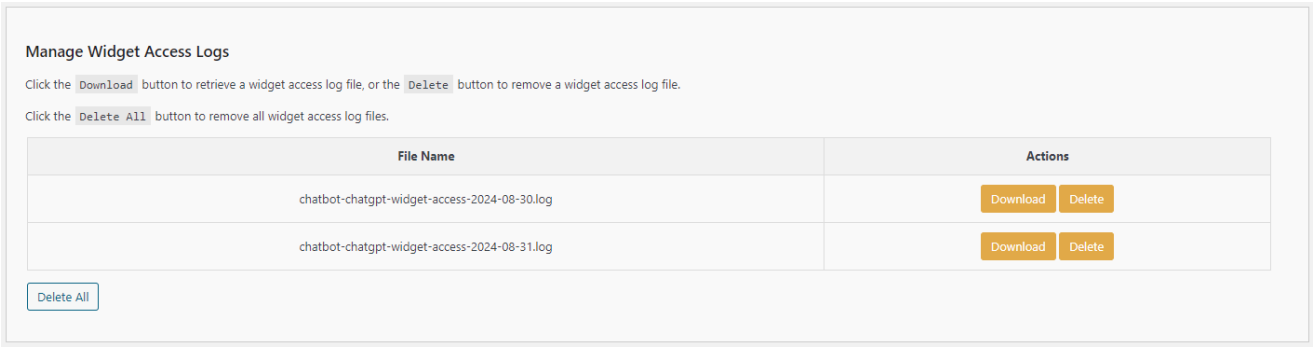


Steps:

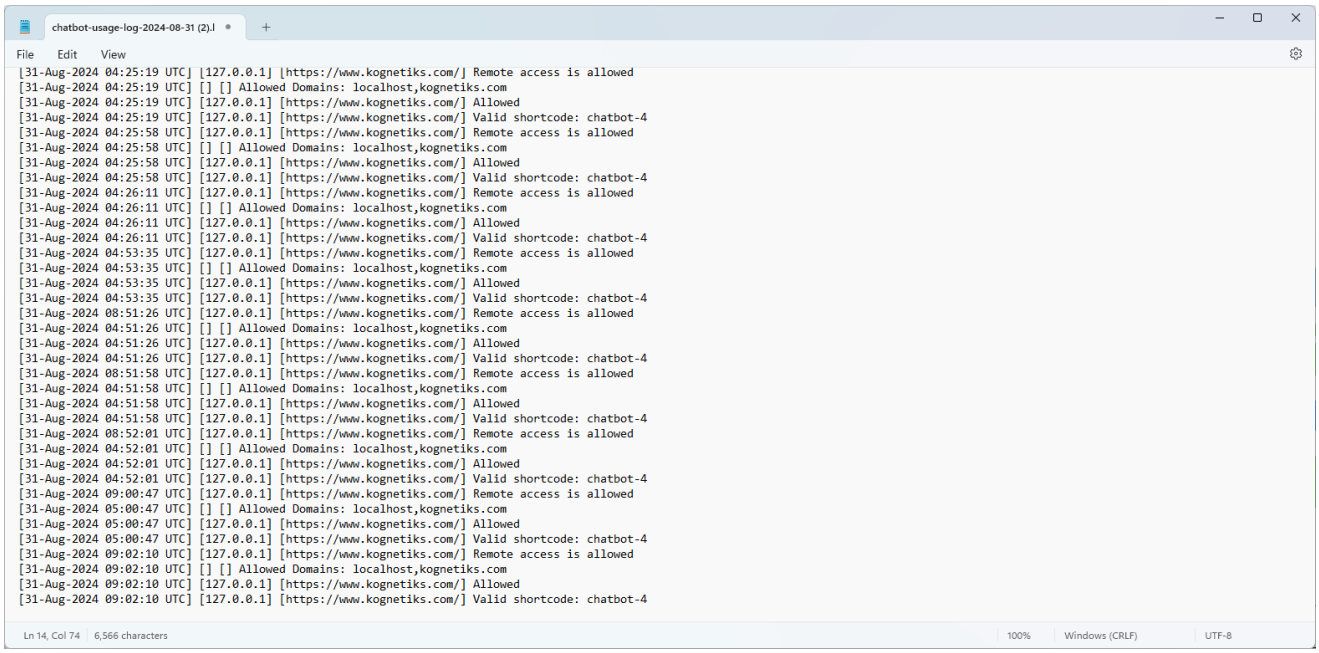
1. Download
    - Choose Download to retrieve and save locally the selected error log.
2. Delete
    - Choose Delete to delete the selected error log.
3. Delete All
    - Chose Delete All to delete ALL error logs listed.

Manage Widget Access Logs:

The Manage Widget Access Logs section provides direct access to the chatbot's widget usage by remote sites. If you've enabled access via a remote widget, and enabled logging to the widget, these logs will record allowed and disallowed access to whitelisted domains and OpenAI Assistants.



Example Widget Log



Steps:

1. Download
    - Choose Download to retrieve and save locally the selected widget access log.
2. Delete
    - Choose Delete to delete the selected widget access error log.
3. Delete All
    - Chose Delete All to delete ALL widget access logs listed.

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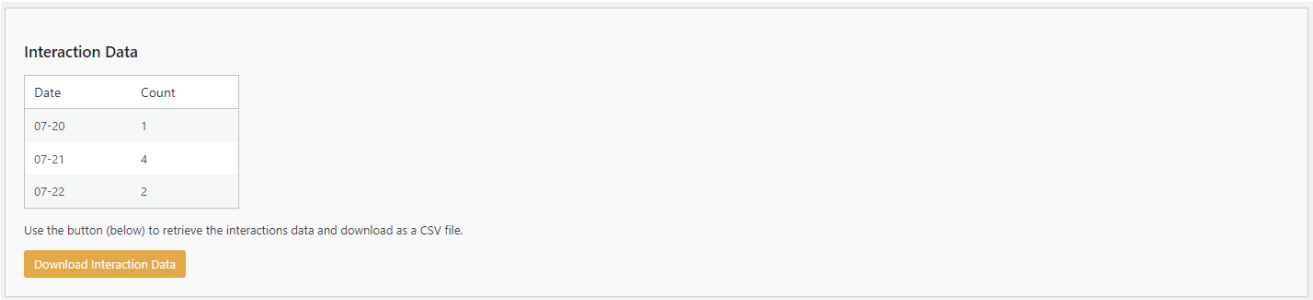
Using the Interactions Data

The Interactions Data settings allow you to view, manage, and export the data related to user interactions with your Kognetiks Chatbot. This data includes the number of interactions per day, which can help you understand user engagement and activity patterns. Follow these steps to understand and use these settings:



1. Interactions Data Overview:
    - Description: This section provides a summary of the interactions data collected by the chatbot.
    - Details:
        - Date: The specific date when interactions occurred.
        - Count: The number of interactions recorded on that date.
2. Download Interaction Data:
    - Description: This button allows you to download the interactions data as a CSV file.
    - Action: Click the "Download Interaction Data" button to retrieve the data.
    - Usage: Use this data for analysis, reporting, or further processing in tools like Excel or other data analysis software.

Steps to Use

1. View Summary:
    - Review the Interactions Data table to see the number of interactions on specific dates. This can help you track user engagement over time and identify patterns or trends.
2. Download Data:
    - Click the "Download Interaction Data" button to export the interactions data as a CSV file. Save this file to your local machine for analysis or reporting.

Tips

- Trend Analysis: Use the interactions data to identify trends in user engagement. For example, you might notice higher interaction counts on certain days of the week or after specific events or updates.
- Performance Metrics: Analyze the interactions data alongside other performance metrics to evaluate the effectiveness of your chatbot and make informed improvements.
- Regular Monitoring: Regularly download and review the interactions data to stay updated on user activity and engagement levels.

Setting the Reporting Period

- The Reporting Period is set in the Reporting Settings to display a summary of the data by Daily, Monthly, or Yearly totals.
- NOTE: The Interaction data is accumulated by each day and when exported retains this granularity.

By using these settings, you can effectively manage and analyze the interactions data from your Kognetiks Chatbot, helping you gain insights into user engagement and improve the chatbot's performance.

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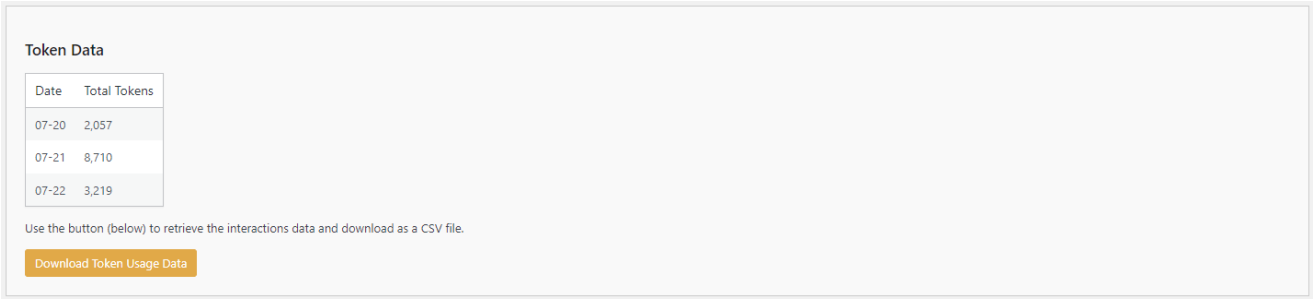
Using the Token Data

The Token Data settings allow you to monitor and export the token usage data collected by the Kognetiks Chatbot. Tokens represent the smallest units of text processed by the chatbot, and tracking their usage helps in managing API costs and understanding chatbot activity. Follow these steps to understand and use these settings:



1. Token Data Overview:
    - Description: This section provides a summary of the token usage data collected by the chatbot.
    - Details:
        - Date: The specific date when token usage was recorded.
        - Total Tokens: The total number of tokens used on that date.
2. Download Token Usage Data:
    - Description: This button allows you to download the token usage data as a CSV file.
    - Action: Click the "Download Token Usage Data" button to retrieve the data.

    - Usage: Use this data for analysis, budgeting, or further processing in tools like Excel or other data analysis software.

Steps to Use

1. View Summary:
    - Review the Token Data table to see the number of tokens used on specific dates. This can help you track the chatbot's activity and manage API usage.
2. Download Data:
    - Click the "Download Token Usage Data" button to export the token usage data as a CSV file. Save this file to your local machine for analysis or budgeting.

Tips

- Budget Management: Use the token data to monitor and manage your API usage costs. Higher token usage may indicate increased activity or more complex interactions.
- Usage Trends: Analyze the token usage data to identify trends and patterns. For example, you might notice higher token usage on certain days, which could correlate with increased user engagement or specific events.
- Regular Monitoring: Regularly download and review the token usage data to stay updated on the chatbot's activity and ensure you stay within your API usage limits.

Setting the Reporting Period

- The Reporting Period is set in the Reporting Settings to display a summary of the data by Daily, Monthly, or Yearly totals.
- NOTE: The token data is accumulated by each day and when exported retains this granularity.

By using these settings, you can effectively monitor and analyze the token usage data from your Kognetiks Chatbot, helping you manage costs and gain insights into chatbot activity.

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Reporting

The Reporting settings in your Kognetiks Chatbot plugin for WordPress help you manage, analyze, and export data related to chatbot interactions. These settings provide insights into user engagement, conversation logs, token usage, and interaction counts. This high-level overview will guide you through using these settings effectively. Detailed explanations will be provided in the subsections.

Please review the section Conversation Logging and History overview in the Support section of this plugin for more details.

Sections

- Conversation Data
- Interaction Data
- Token Data
- Reporting Settings

How to Use Reporting Settings

1. Conversation Data
    - Description: Displays the total number of conversation items (both user inputs and chatbot responses) stored in the database.
    - Action: Use the "Download Conversation Data" button to export this data as a CSV file for analysis or record-keeping.
2. Interactions Data
    - Description: Shows the count of interactions per day, helping you track user engagement over time.
    - Action: Click the "Download Interaction Data" button to export this data as a CSV file for further analysis.
3. Token Data
    - Description: Details the total number of tokens used daily, providing insights into API usage and costs.
    - Action: Use the "Download Token Usage Data" button to download the token data as a CSV file for monitoring and budget management.
4. Reporting Settings
    - Description: Allows you to configure how conversation data is logged and retained.

- Options:
  - Reporting Period: Choose how frequently reports are generated (Daily, Weekly, Monthly).
  - Enable Conversation Logging: Toggle to turn logging on or off.
  - Conversation Log Days to Keep: Set the number of days to retain conversation logs.
- Action: Adjust these settings to fit your monitoring and data retention needs, then click "Save Settings" to apply.

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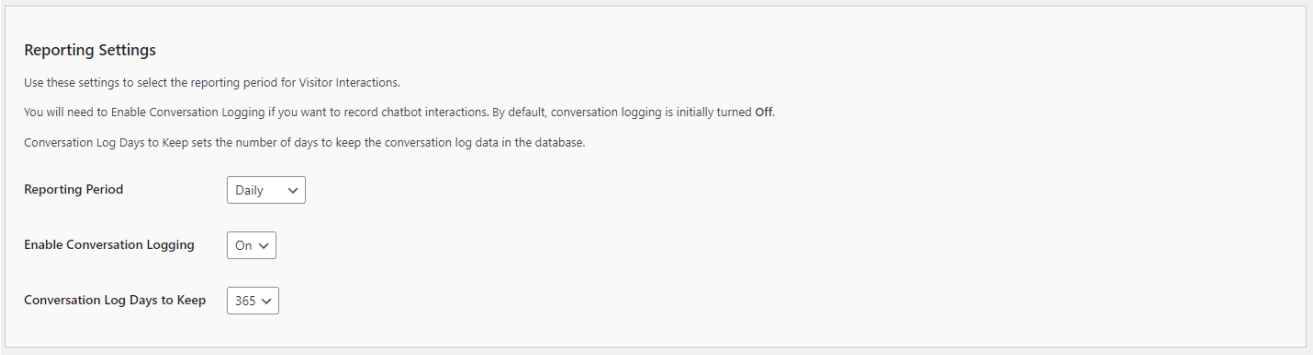
Configuring the Reporting Settings for the Kognetiks Chatbot Plugin

The Reporting Settings allow you to manage how conversation data is logged and retained, providing insights into chatbot interactions and performance. Follow these steps to configure these options:



1. Reporting Period:
   - Description: This setting determines the frequency at which reports are generated.
   - Options:
     - Daily: Generates reports every day.
     - Monthly: Generates reports every month.
     - Yearly: Generates reports every year.
   - Selection: Choose the frequency that best suits your monitoring and analysis needs. For regular insights, Daily is recommended.
2. Enable Conversation Logging:
   - Description: This toggle allows you to enable or disable the logging of conversation data.

    - Options: On or Off.
    - Selection: Choose On to enable conversation logging, or Off to disable it. Enabling logging is useful for tracking interactions and gaining insights into user behavior.

3. Conversation Log Days to Keep:

    - Description: This setting determines how long conversation logs are retained before they are deleted.
    - Options: One of 1, 7, 30, 60, 90, 180 or 365 days.
    - Selection: Choose a retention period that balances your need for historical data with storage capacity. For example, 365 days keeps logs for a year.

Steps to Configure

1. Navigate to the Reporting Settings section of the Kognetiks Chatbot plugin in your WordPress dashboard.
2. Set the Reporting Period dropdown to the desired frequency (Daily, Weekly, or Monthly).
3. Toggle the Enable Conversation Logging setting to On to start logging conversations.
4. Set the Conversation Log Days to Keep to the number of days you want to retain conversation logs.
5. Click 'Save Settings' to apply your changes.

Tips

- Regular Monitoring: Choose Daily reporting for more frequent insights, helping you quickly identify and respond to trends or issues.
- Data Retention: Ensure your retention period aligns with data privacy policies and storage capabilities. Longer retention periods provide more historical context but require more storage.
- Logging: Enabling conversation logging is crucial for tracking chatbot performance and understanding user interactions. Make sure to periodically review and analyze the logged data.

By configuring these settings, you can effectively manage how conversation data is logged and reported, providing valuable insights into the performance and usage of your Kognetiks Chatbot.

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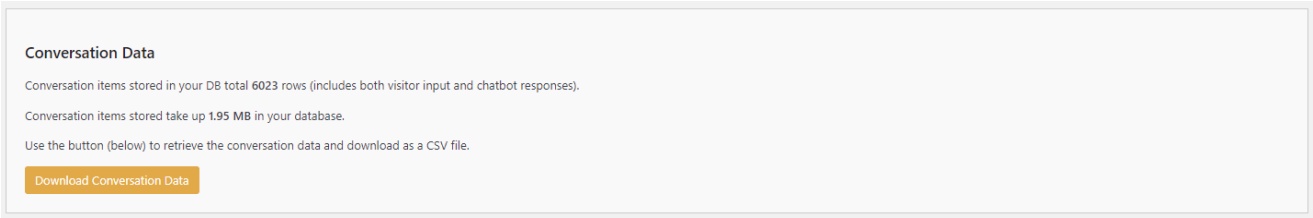
Using the Conversation Data

The Conversation Data settings allow you to manage and export the interaction data collected by the Kognetiks Chatbot. This data includes both visitor inputs and chatbot responses, amd token usages which can be useful for analysis and improving the chatbot's performance. Follow these steps to understand and use these settings:



1. Conversation Data Overview:
    - Description: This section provides a summary of the conversation data stored in your database.
    - Details:
        - Total Rows: The number of conversation items stored, including both visitor inputs and chatbot responses.
        - Database Size: The total space taken up by the conversation data in your database.
2. Download Conversation Data:
    - Description: This button allows you to download the stored conversation data as a CSV file.
    - Action: Click the "Download Conversation Data" button to retrieve the data.
    - Usage: Use this data for analysis, backup, or further processing in tools like Excel or other data analysis software.

Steps to Use

1. View Summary:
    - Check the total number of conversation items and the database size to understand the volume of data collected by the chatbot.
2. Download Data:
    - Click the "Download Conversation Data" button to export the conversation data as a CSV file. Save this file to your local machine for analysis or backup.

Tips

- Regular Downloads: Periodically download the conversation data to keep a backup and perform regular analysis.

- Data Analysis: Use spreadsheet software or data analysis tools to examine the conversation data, identify trends, and improve the chatbot's performance.
- Data Cleanup: If the database size becomes too large, consider setting up a routine to archive older conversation data.

By using these settings, you can effectively manage and analyze the conversation data from your Kognetiks Chatbot, helping you gain insights into user interactions and improve the chatbot's performance.

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Configuring the Advanced API Settings

The Advanced API Settings allow you to configure critical parameters for the API connection used by the Kognetiks Chatbot. Follow these steps to ensure the plugin is properly set up:

1. Base URL for API:
    - Description: This field specifies the base URL for the Local Server API. The plugin uses this URL to connect to the Local Server servers.
    - Default Value: The default URL is https://127.0.0.1:1337/v1.
    - Customization: Typically, you should not need to change this value unless directed by Local Server support or if there are specific requirements for your integration.
2. Timeout Setting (in seconds):
    - Description: This setting determines how long the plugin will wait for a response from the API before timing out.
    - Default Value: The default is set to 240 seconds.
    - Customization: Adjust this value based on your server's performance and network conditions. A higher value might be needed if you experience frequent timeouts, while a lower value can be used to reduce wait times in case of unresponsive requests.

Steps to Configure

1. Navigate to the Advanced API Settings section of the Kognetiks Chatbot plugin in your WordPress dashboard.
2. Verify the Base URL for API is set to https://127.0.0.1:1337/v1. Change it only if instructed by Local Server or if you have specific requirements.
3. Set the Timeout Setting (in seconds) by entering a numeric value that suits your server and network conditions.
4. Save the settings.

Tips

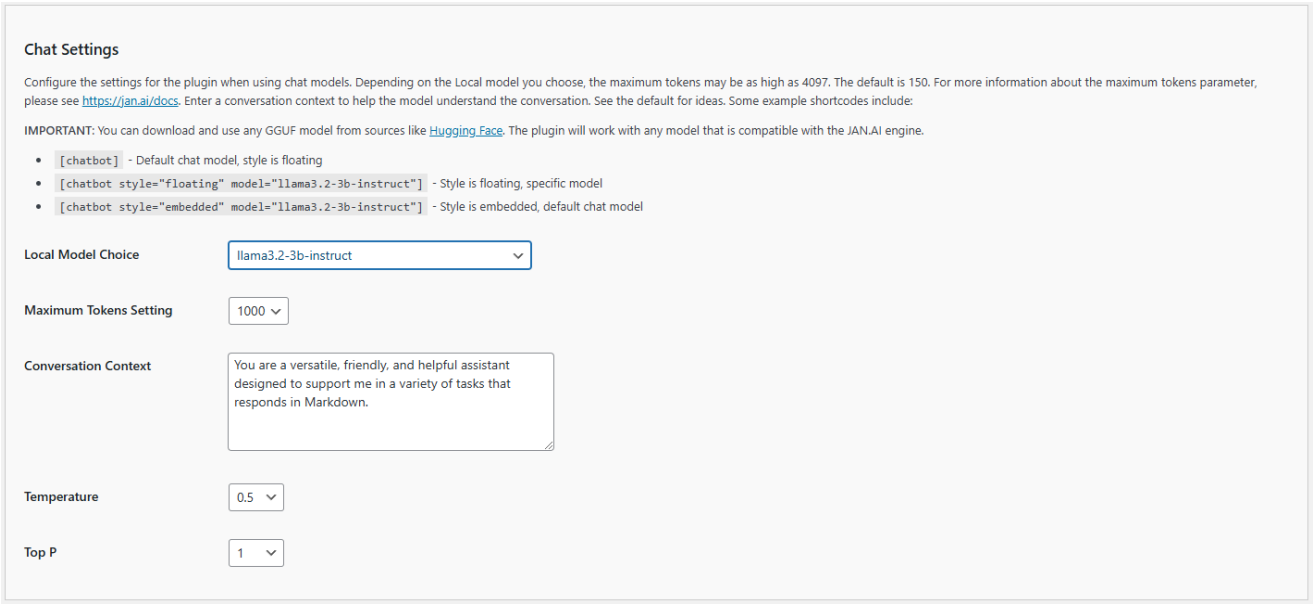
- Avoid Unnecessary Changes: Unless you have a specific reason, it's best to leave the Base URL as the default provided by Local Server.
- Monitor Performance: If you experience issues with response times or API connectivity, consider adjusting the timeout setting and monitor the performance impact.
- Consult Documentation: For more information on API parameters and troubleshooting, refer to the Local Server API Reference.

By configuring these settings, you ensure that your Kognetiks Chatbot maintains a stable and efficient connection to the Local Server API, providing reliable performance for your users.

- Back to the Overview

Configuring Chat Settings

To ensure your Kognetiks Chatbot functions optimally, you need to configure the chat settings appropriately. Here's a detailed guide on how to use these settings:



1. Local Server Model Default:
    - Description: This setting allows you to choose the default Local Server model your chatbot will use.
    - Options: Depending on the available models, you can select from various options such as llama3.2-3b-instruct, etc.
    - How to Set: Select the desired model from the dropdown menu. For instance, llama3.2-3b-instruct.

2. Maximum Tokens Setting:
    - Description: This setting determines the maximum number of tokens (words and parts of words) the model can use in a single response. This helps control the length and detail of the responses.
    - Default Value: The default is set to 150 tokens, but it can be increased up to 4097 tokens.
    - How to Set: Enter the desired number of tokens in the provided field. For example, 1000.

3. Conversation Context:
    - Description: This field is used to set the context for the conversation, helping the model understand the nature and tone of interactions.
    - Default Example: "You are a versatile, friendly, and helpful assistant designed to support me in a variety of tasks."
    - How to Set: Enter a suitable conversation context that matches the intended use of the chatbot.

4. Temperature:
    - Description: This setting controls the randomness of the model's responses. A lower value (closer to 0) makes the output more focused and deterministic, while a higher value (closer to 1) makes it more random and creative.
    - Default Value: The default is set to 0.5.
    - How to Set: Use the dropdown menu to select a value between 0 and 1.
5. Top P:
    - Description: This setting, also known as "nucleus sampling," controls the diversity of the responses. It considers the smallest possible set of words whose cumulative probability is greater than or equal to the value of Top P.
    - Default Value: The default is set to 1.
    - How to Set: Use the dropdown menu to select a value between 0 and 1.

Example Shortcodes

- Default Chat Model: [chatbot]
    - Description: Uses the default chat model with a floating style.
- Floating Style, Specific Model: [chatbot style="floating" model="llama3.2-3b-instruct"]
    - Description: Uses a floating style with a specified model (llama3.2-3b-instruct in this case).
- Embedded Style, Default Chat Model: [chatbot style="embedded" model="llama3.2-3b-instruct"]
    - Description: Uses an embedded style with the default chat model.

Steps to Configure

1. Navigate to the Chat Settings section of the Kognetiks Chatbot plugin in your WordPress dashboard.
2. Select the default chat model from the dropdown menu.
3. Enter the maximum tokens setting appropriate for your needs.
4. Provide a clear and concise conversation context to guide the chatbot's interactions.
5. Adjust the temperature setting to control the creativity of the responses.
6. Adjust the Top P setting to manage the diversity of the responses.
7. Save the settings.

Tips

- Adjusting Token Limits: Higher token limits can result in more detailed responses but also increase API usage.
- Experiment with Temperature and Top P: Fine-tuning these settings can help you achieve the desired balance between response creativity and coherence.
- Context Matters: Providing a well-defined conversation context can significantly improve the relevance and helpfulness of the chatbot's responses.

By following these steps and tips, you can ensure that your Kognetiks Chatbot is set up effectively to meet your needs.

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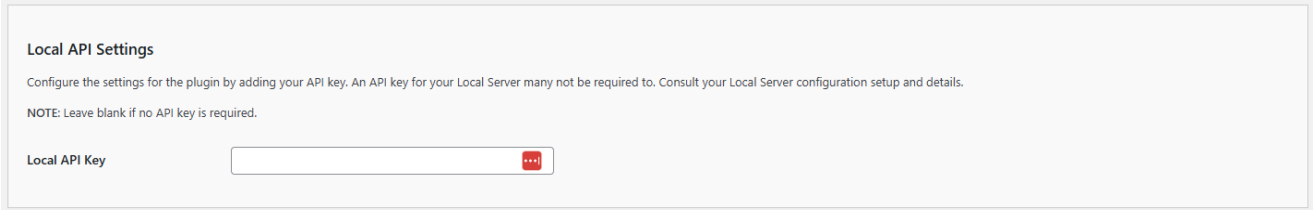
Configuring the API/DeepSeek Settings

The Kognetiks Chatbot plugin requires proper configuration to function correctly. Follow the steps below to set up your plugin:



1. Local Server API Key:
    - Description: This field is for your Local Server API key, which may be required for the plugin to access the Local Server functionality.
    - How to obtain: TBD
    - Input: Paste your API key in the provided field.

Steps to Configure

1. Navigate to the API Settings section of the Kognetiks Chatbot plugin in your WordPress dashboard.
2. Copy your Local Server API key.
3. Paste the API key into the Local API Key field.

4. Save the settings.

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API/Local Server Settings

Configure the default settings for the chatbot to use your Local Server for chat, voice, and image generation. Start by adding your API key (if required) then selecting your choices. Don't forget to click "Save Settings" at the very bottom of the page.

More information about an open-source server and its capabilities can be found at https://jan.ai/.

More information about open-source models and their capabilities can be found at https://huggingface.co/models?library=gguf&sort=downloads.

Sections

• API Settings

• Chat Settings

• Advanced API Settings

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Configuring Beta Features

The Kogentiks Chatbot for WordPress plugin now includes the option to enable beta features that may be released in the future.

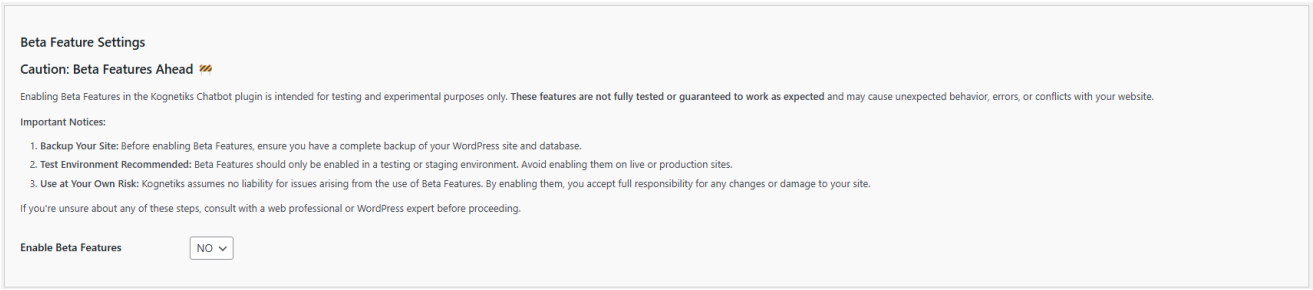
Enabling Beta Features in the Kognetiks Chatbot plugin is intended for testing and experimental purposes only. These features are not fully tested or guaranteed to work as expected and may cause unexpected behavior, errors, or conflicts with your website.

Important Notices:

Backup Your Site: Before enabling Beta Features, ensure you have a complete backup of your WordPress site and database.

Test Environment Recommended: Beta Features should only be enabled in a testing or staging environment. Avoid enabling them on live or production sites. Use at Your Own Risk: Kognetiks assumes no liability for issues arising from the use of Beta Features. By enabling them, you accept full responsibility for any changes or damage to your site.

If you're unsure about any of these steps, consult with a web professional or WordPress expert before proceeding.



1. Enable Beta Features:
    - Description: This setting determines if beta features included in the current release have been enabled.
    - Default Value: The default value is NO.
    - Options: YES or NO.
    - Selection: Choose YES to enable any beta features for this release mentioned below, otherwise choose to NO at any time to disable any beta features.

If you change any settings, be sure to click the Save Settings button at the bottom of the settings page.

Beta Features in Version 2.2.1

Transformer Model

1. Enable beta features to select Transformer as your AI Platform Selection of choice on the General tab. Then click the Save Settings button of the bottom of the setting page.

2. A new tab called API/Transformer will appear in place of the AI Platform Selection you have previously made. Click this tab to choose your transformer settings.

3. You can set the Transformer Model Choice (currently only choice is sentential-context-model, other choices may be available in later releases), Maximum Tokens Setting, and various Transformore Model Advanced Settings, such as the build scheduled, the window size (commonly referred to a n-gram), sentence reponse count, similarity thresholds, and leading sentence and token ratios.

4. Refer to this Support Documentation for more details here.

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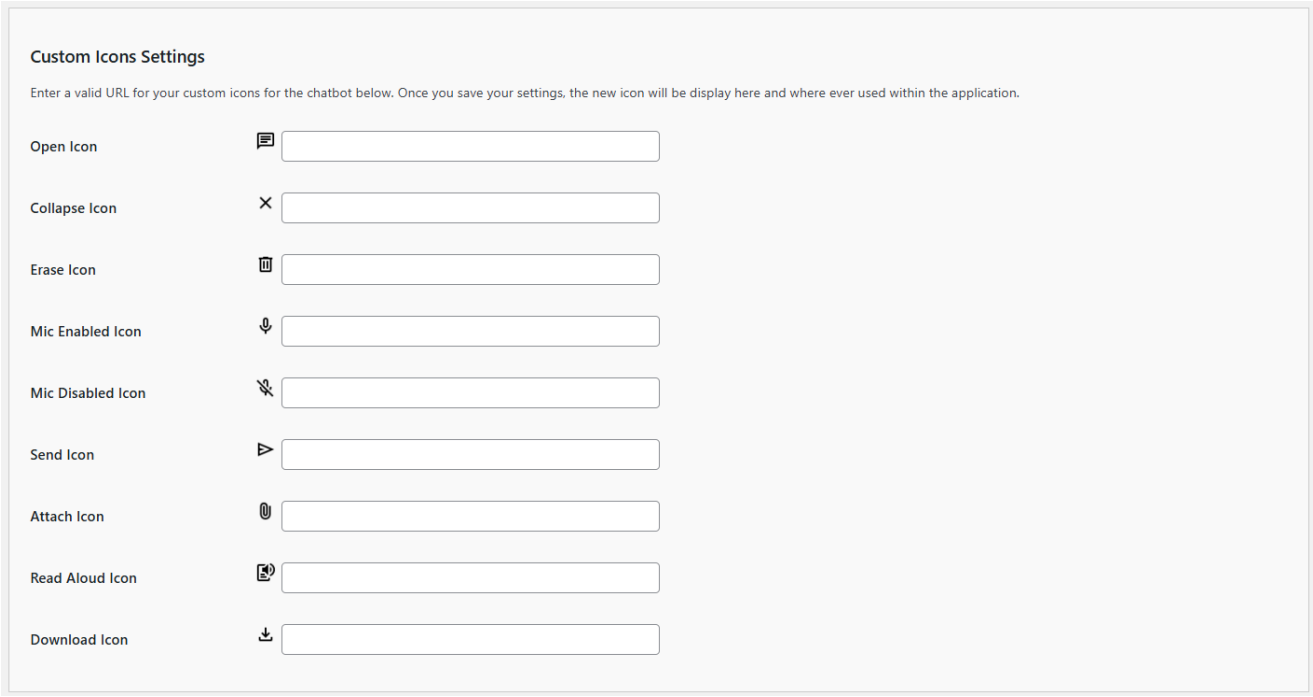
Configuring Custom Icons Settings

The Custom Icons Settings allow you to customize the visual aspects the chatbot icons for opening, sending, attaching, downloading, another other actions. This allow you to match your website's design and branding. Follow these steps to configure these options:



Next to each named icon is the default icon preloaded with the plugin. Should you want to replace the icon with one of your own, you will need to add a valid URL to web location where that icon resides. For example, if you want replace the Send Icon with the image of a paper airplane, you would enter https://yoursite.com//wp-content/uploads/2025/01/paper-airplane.png where the yoursite.com is the domain, and the rest of the path located the icon. The icon will automatically be resized to 20 by 20 pixels. If the path is valid, after you click the Save Settings at the bottom of the screen, your icon will be displayed next to the setting. To revert back to the plugin's default icons, just remove the URL from the field and save the settings.

1. Open Icon: The icon displayed when the chatbot styling is set to floating and the chatbot is minimized.

2. Collapse Icon: The icon displayed in the upper right corner when the chatbot user interface with the chatbot styling is set to floating and the chatbot is open.

3. Erase Icon: The icon displayed when clicked that will reset the chat conversation.

4. Mic Enabled Icon: The icon displayed when voice-to-text is enabled.

5. Mic Disabled Icon: The icon displayed when voice-to-text is disabled.

6. Send Icon: The icon displayed when clicked that will send the prompt to chatbot.
7. Attach Icon: The icon displayed when file uploads to the chatbot are enabled.
8. Read Aloud Icon: The icon displayed when text-to-speech is enabled.
9. Download Icon: The icon displayed when downloading transcripts is enabled.

TIPS

Icons for functions supported by your AI platform of choice and those that you have enabled will be displayed in the user interface of the chatbot.

NOTE: Not all AI Platform support all functions described above. Consult the AI Platform for the capabilities it offers.

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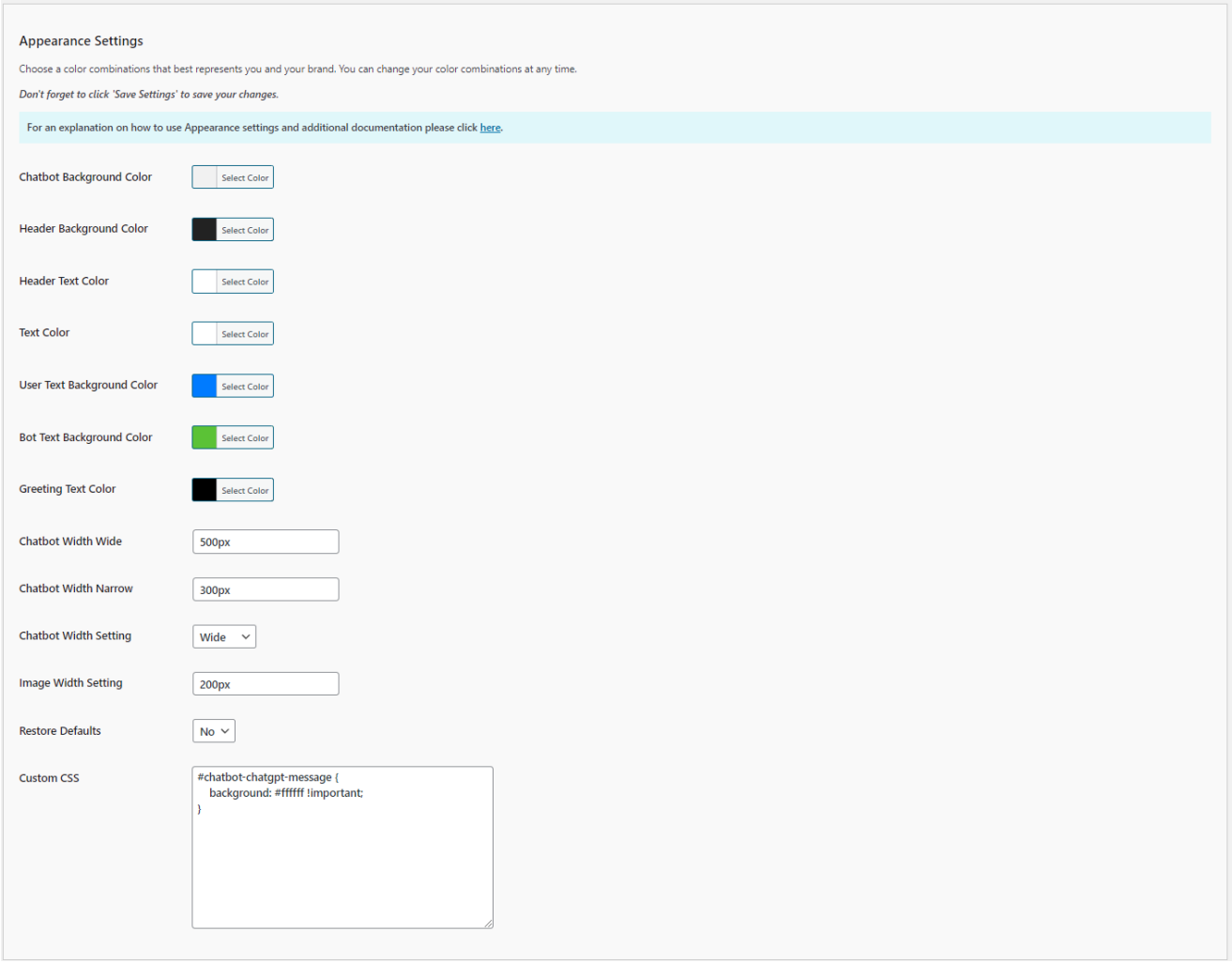
Configuring the Appearance Settings

The Appearance Settings allow you to customize the visual aspects of your chatbot, ensuring it matches your website's design and branding. Follow these steps to configure these options:

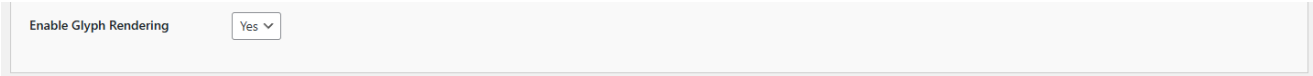


1. Chatbot Background Color:
    - Description: Sets the background color of the chatbot window.
    - Selection: Click 'Select Color' to choose a color from the palette or enter a hex color code.
2. Header Background Color:
    - Description: Sets the background color of the chatbot header.
    - Selection: Click 'Select Color' to choose a color from the palette or enter a hex color code.
3. Header Text Color:
    - Description: Sets the color of the text in the chatbot header.
    - Selection: Click 'Select Color' to choose a color from the palette or enter a hex color code.

4. Text Color:
    - Description: Sets the default text color in the chatbot messages.
    - Selection: Click 'Select Color' to choose a color from the palette or enter a hex color code.
5. User Text Background Color:
    - Description: Sets the background color of the user's messages.
    - Selection: Click 'Select Color' to choose a color from the palette or enter a hex color code.
6. Bot Text Background Color:
    - Description: Sets the background color of the chatbot's messages.
    - Selection: Click 'Select Color' to choose a color from the palette or enter a hex color code.
7. Greeting Text Color:
    - Description: Sets the color of the greeting text in the chatbot.
    - Selection: Click 'Select Color' to choose a color from the palette or enter a hex color code.
8. Chatbot Width Wide:
    - Description: Sets the width of the chatbot when in wide mode.
    - Input: Enter the desired width in pixels (e.g., 500px).
9. Chatbot Width Narrow:
    - Description: Sets the width of the chatbot when in narrow mode.
    - Input: Enter the desired width in pixels (e.g., 300px).
10. Chatbot Width Setting:
    - Description: Sets the default width setting for the chatbot.
    - Options: Wide or Narrow.
    - Selection: Choose Wide or Narrow based on your preference for the chatbot's appearance on your site. Selecting Wide will use the pixel width set in the Chatbot Width Wide setting. Selecting Narrow will use the pixel width set in the Chatbot Width Narrow setting.
11. Image Width Setting:
    - Description: Sets the default image width setting for the chatbot.
    - Options: A value between 1% and 100% or an actual values in pixels such as 200px.
    - Selection: Choose 100% to display images at actual size up to the 95% max width of the viewable area of the chatbot.If you choose 200px the all images will be

200px regardless of their actual size, so smaller images will scale up and larger images will scale down to be 200px, but in no case will be larger than 95% max width of the viewable area of the chatbot.

12. Restore Defaults:
    - Description: Resets the appearance settings to their default values.
    - Options: Yes or No.
    - Selection: Choose Yes to restore default settings.
13. Custom CSS:
    - Description: Allows you to add custom CSS to further style the chatbot.
    - Input: Enter any custom CSS rules to override the default styles and achieve specific design requirements.
14. Enable Glyph Rendering:
    - Description: Allows you to enable/disable glyph rendering for responses that include mathematical formulas.
    - Options: Yes or No.
    - Selection: Choose Yes (default) to enable glyph rendering or choose No to disable glyph rendering.



Steps to Configure

1. Navigate to the Appearance Settings section of the Kognetiks Chatbot plugin in your WordPress dashboard.
2. Use the color pickers to select the desired colors for the chatbot's background, header, text, user messages, bot messages, and greeting text.
3. Enter the desired widths for Chatbot Width Wide and Chatbot Width Narrow.
4. Choose the Chatbot Width Setting to define the default mode (wide or narrow).
5. If you want to reset all appearance settings to their defaults, set Restore Defaults to Yes.
6. Add any Custom CSS rules to further customize the chatbot's appearance.
7. Save the settings.

Tips

- Consistent Branding: Use colors that match your website's theme to ensure a seamless integration of the chatbot.

- Readability: Choose text and background colors with good contrast to ensure messages are easy to read.
- Custom CSS: Utilize custom CSS for advanced styling needs that aren't covered by the basic settings.

By configuring these settings, you can ensure that your Kognetiks Chatbot blends well with your website's design, providing a cohesive and visually appealing user experience.

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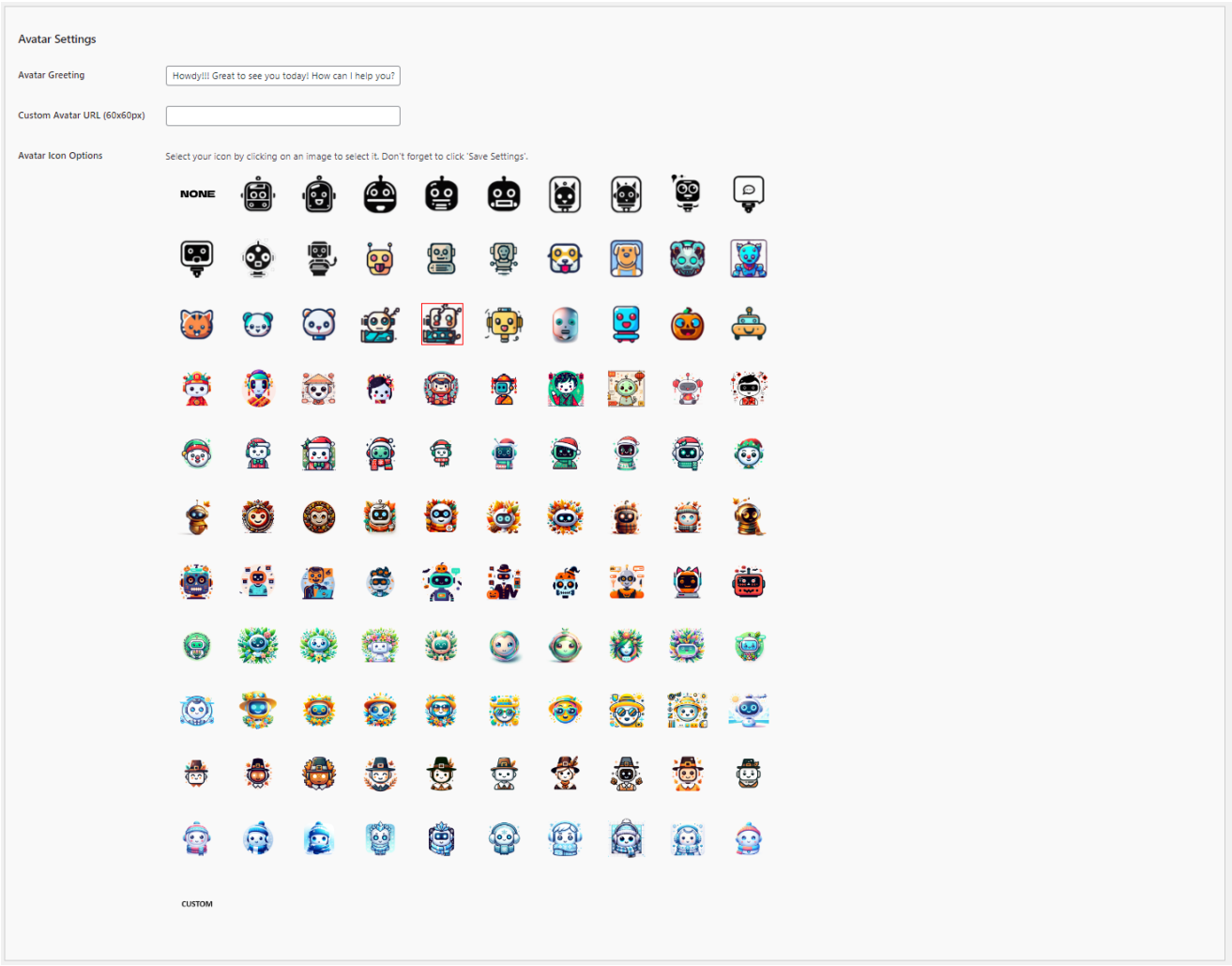
Configuring the Avatar Settings

The Avatar Settings allow you to customize the appearance and greeting of your chatbot, enhancing its personality and user engagement. Follow these steps to configure these options:



1. Avatar Greeting:
    - Description: This field allows you to set a custom greeting message that appears with the avatar.
    - Example: "Howdy! Great to see you today! How can I help you?" Customize this message to suit the tone and style of your chatbot.
2. Custom Avatar URL (60x60px):
    - Description: This field allows you to upload a custom avatar for your chatbot.
    - Input: Provide the URL of a 60x60 pixels image that you want to use as the chatbot's avatar. Ensure the URL is accessible and the image meets the size requirements.
    - Example: https://yourwebsite.com/path/to/avatar.png.
3. Avatar Icon Options:
    - Description: This section provides a variety of pre-designed avatar icons you can choose for your chatbot.

    - Selection: Click on any avatar icon to select it. The selected icon will be highlighted with a border.
    - Saving: After selecting an avatar, make sure to click 'Save Settings' to apply the changes.

Steps to Configure

1. Navigate to the Avatar Settings section of the Kognetiks Chatbot plugin in your WordPress dashboard.
2. Enter a custom greeting message in the Avatar Greeting field to personalize your chatbot's interactions.
3. If you have a specific image you want to use, enter its URL in the Custom Avatar URL (60x60px) field.
4. Browse through the Avatar Icon Options and click on the icon you wish to use as your chatbot's avatar. The selected icon will be highlighted.
5. Ensure you click 'Save Settings' to apply your changes.

Tips

- Personalized Greetings: Craft a greeting message that aligns with your brand's voice and the purpose of your chatbot. A friendly and engaging greeting can enhance user interaction.
- Custom Avatars: Using a custom avatar can make your chatbot more recognizable and aligned with your brand's visual identity.
- Icon Selection: If you prefer not to upload a custom avatar, choose from the wide array of pre-designed icons to give your chatbot a unique and friendly appearance.

By configuring these settings, you can personalize the appearance and initial interaction of your Kognetiks Chatbot, making it more engaging and visually appealing to users.

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Configuring the Advanced API Settings

The Advanced API Settings allow you to configure critical parameters for the API connection used by the Kognetiks Chatbot. Follow these steps to ensure the plugin is properly set up:

1. Base URL for API:
    - Description: This field specifies the base URL for the OpenAI API. The plugin uses this URL to connect to the OpenAI servers.
    - Default Value: The default URL is https://api.openai.com/v1.
    - Customization: Typically, you should not need to change this value unless directed by OpenAI support or if there are specific requirements for your integration.
2. Timeout Setting (in seconds):
    - Description: This setting determines how long the plugin will wait for a response from the API before timing out.
    - Default Value: The default is set to 240 seconds.
    - Customization: Adjust this value based on your server's performance and network conditions. A higher value might be needed if you experience frequent timeouts, while a lower value can be used to reduce wait times in case of unresponsive requests.

Steps to Configure

1. Navigate to the Advanced API Settings section of the Kognetiks Chatbot plugin in your WordPress dashboard.
2. Verify the Base URL for API is set to https://api.openai.com/v1. Change it only if instructed by OpenAI or if you have specific requirements.
3. Set the Timeout Setting (in seconds) by entering a numeric value that suits your server and network conditions.
4. Save the settings.

Tips

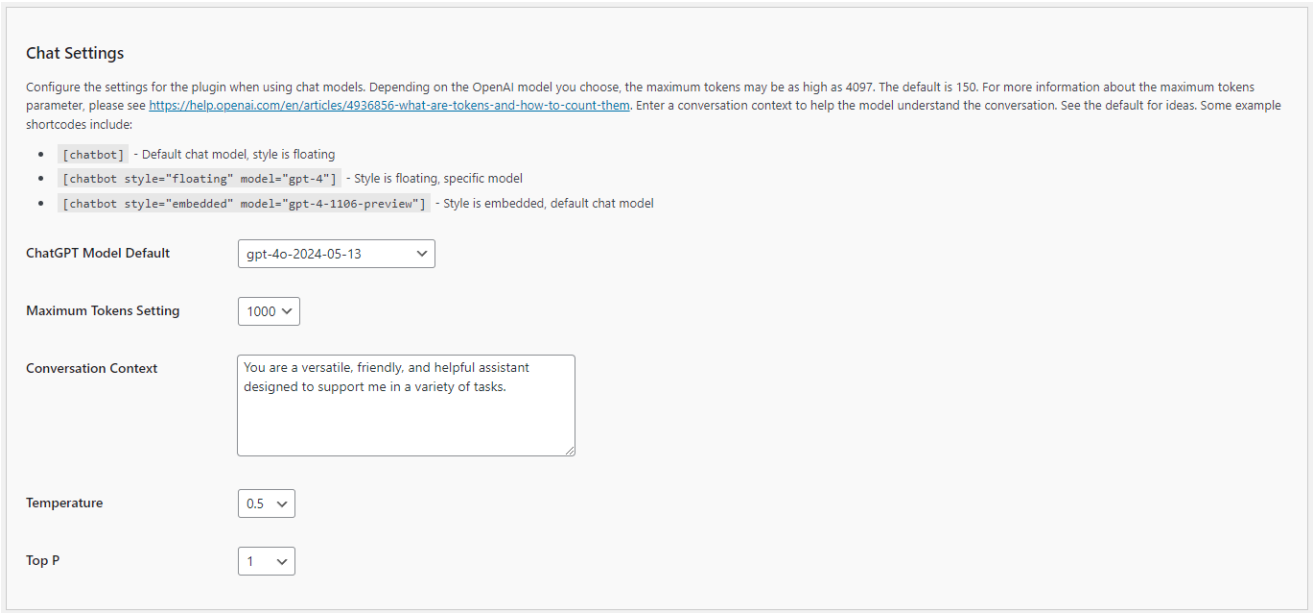
- Avoid Unnecessary Changes: Unless you have a specific reason, it's best to leave the Base URL as the default provided by OpenAI.
- Monitor Performance: If you experience issues with response times or API connectivity, consider adjusting the timeout setting and monitor the performance impact.
- Consult Documentation: For more information on API parameters and troubleshooting, refer to the OpenAI API documentation.

By configuring these settings, you ensure that your Kognetiks Chatbot maintains a stable and efficient connection to the OpenAI API, providing reliable performance for your users.

• Back to the Overview

Configuring Chat Settings

To ensure your Kognetiks Chatbot functions optimally, you need to configure the chat settings appropriately. Here's a detailed guide on how to use these settings:



1. ChatGPT Model Default:
    - Description: This setting allows you to choose the default OpenAI model your chatbot will use.
    - Options: Depending on the available models, you can select from various options such as gpt-4, gpt-3.5-turbo, etc.
    - How to Set: Select the desired model from the dropdown menu. For instance, gpt-4o-2024-05-13.
2. Maximum Tokens Setting:
    - Description: This setting determines the maximum number of tokens (words and parts of words) the model can use in a single response. This helps control the length and detail of the responses.
    - Default Value: The default is set to 150 tokens, but it can be increased up to 4097 tokens.

    - How to Set: Enter the desired number of tokens in the provided field. For example, 1000.

3. Conversation Context:

    - Description: This field is used to set the context for the conversation, helping the model understand the nature and tone of interactions.
    - Default Example: "You are a versatile, friendly, and helpful assistant designed to support me in a variety of tasks."
    - How to Set: Enter a suitable conversation context that matches the intended use of the chatbot.

4. Temperature:

    - Description: This setting controls the randomness of the model's responses. A lower value (closer to 0) makes the output more focused and deterministic, while a higher value (closer to 1) makes it more random and creative.
    - Default Value: The default is set to 0.5.
    - How to Set: Use the dropdown menu to select a value between 0 and 1.

5. Top P:

    - Description: This setting, also known as "nucleus sampling," controls the diversity of the responses. It considers the smallest possible set of words whose cumulative probability is greater than or equal to the value of Top P.
    - Default Value: The default is set to 1.
    - How to Set: Use the dropdown menu to select a value between 0 and 1.

Example Shortcodes

- Default Chat Model: [chatbot]

    - Description: Uses the default chat model with a floating style.

- Floating Style, Specific Model: [chatbot style="floating" model="gpt-4"]

    - Description: Uses a floating style with a specified model (gpt-4 in this case).

- Embedded Style, Default Chat Model: [chatbot style="embedded" model="gpt-4-1106-preview"]

    - Description: Uses an embedded style with the default chat model.

Steps to Configure

1. Navigate to the Chat Settings section of the Kognetiks Chatbot plugin in your WordPress dashboard.

2. Select the default ChatGPT model from the dropdown menu.

3. Enter the maximum tokens setting appropriate for your needs.
4. Provide a clear and concise conversation context to guide the chatbot's interactions.
5. Adjust the temperature setting to control the creativity of the responses.
6. Adjust the Top P setting to manage the diversity of the responses.
7. Save the settings.

Tips

- Adjusting Token Limits: Higher token limits can result in more detailed responses but also increase API usage.
- Experiment with Temperature and Top P: Fine-tuning these settings can help you achieve the desired balance between response creativity and coherence.
- Context Matters: Providing a well-defined conversation context can significantly improve the relevance and helpfulness of the chatbot's responses.

By following these steps and tips, you can ensure that your Kognetiks Chatbot is set up effectively to meet your needs.

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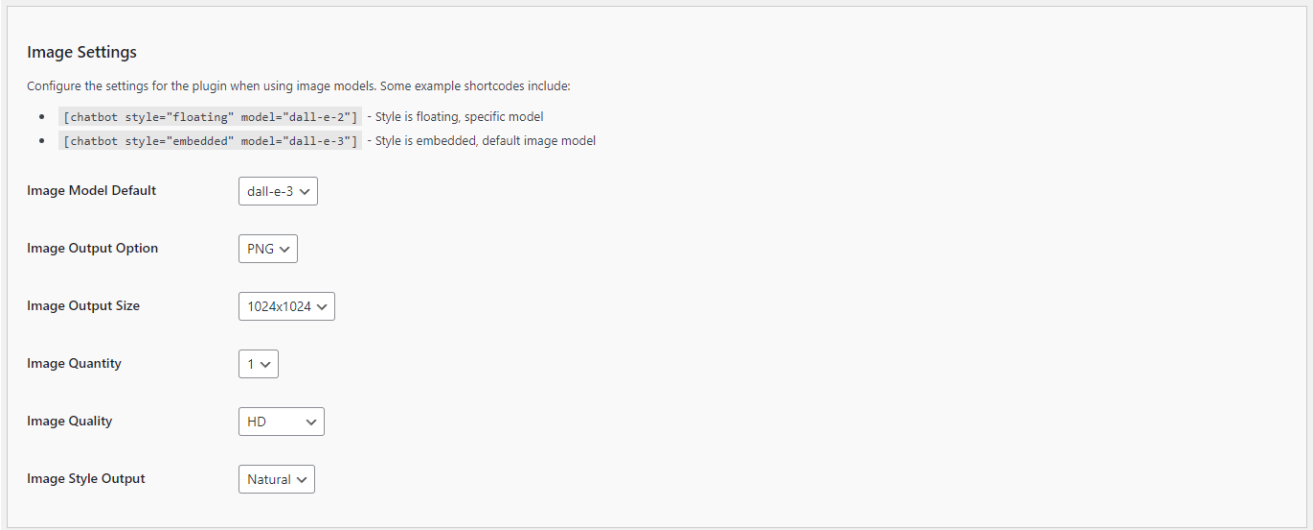
Configuring the Image Settings

To enhance your Kognetiks Chatbot with image generation capabilities, follow these steps to configure the Image Settings:



1. Image Model Default:
    - Description: This dropdown allows you to select the default image generation model the chatbot will use.
    - Options: Choose from various models such as dall-e-2, dall-e-3, and others provided by OpenAI.
    - Selection: Select the model that best fits your needs for image quality and style.
2. Image Output Option:
    - Description: This setting specifies the format for the generated image.
    - Options: Common formats include PNG, with other options available in the future.
    - Selection: Choose the format that works best for your application's requirements and compatibility.
3. Image Output Size:
    - Description: This setting allows you to specify the dimensions of the generated image.
    - Options: Available sizes include 1024x1024, 1792x1024, 1024x1792, etc.
    - Selection: Select the size that best fits your design needs.
4. Image Quantity:
    - Description: This setting determines how many images are generated per request.
    - Options: You can choose to generate 1 or more images.
    - Selection: Set the quantity based on your needs, typically 1 for a single image per request.
5. Image Quality:
    - Description: This setting controls the quality of the generated images.

    - Options: Options might include HD or Standard
    - Selection: Choose HD for higher quality images or Standard for faster generation times and lower quality.

6. Image Style Output:

    - Description: This setting defines the style of the generated images.
    - Options: Styles might include Natural or Vivid, with other options available in the future.
    - Selection: Select the style that aligns with your content's theme and desired appearance.

Steps to Configure

1. Navigate to the Image Settings section of the Kognetiks Chatbot plugin in your WordPress dashboard.
2. Select the desired model from the Image Model Default dropdown.
3. Set the Image Output Option by choosing the preferred image format.
4. Specify the Image Output Size by selecting the desired dimensions from the dropdown.
5. Set the Image Quantity to the number of images you want to generate per request.
6. Choose the Image Quality based on your preference for image resolution.
7. Select the Image Style Output that matches your desired aesthetic.
8. Save the settings.

Example Shortcodes

Here are some example shortcodes you can use to customize the chatbot's image generation functionality within your WordPress site:

- [chatbot style="floating" model="dall-e-2"]: Style is floating, specific model.
- [chatbot style="embedded" model="dall-e-3"]: Style is embedded, default image model.

Tips

- Quality vs. Speed: Higher quality images (e.g., HD) may take longer to generate. Adjust the quality setting based on your need for speed versus visual fidelity.
- Format Compatibility: Ensure the selected image format is compatible with your website and other platforms where the images will be used.
- Style Consistency: Choose an image style that aligns with your brand or the specific theme of your content for a consistent user experience.

By configuring these settings, you ensure that your Kognetiks Chatbot can effectively generate images that meet your aesthetic and functional requirements, enhancing user engagement and visual appeal.

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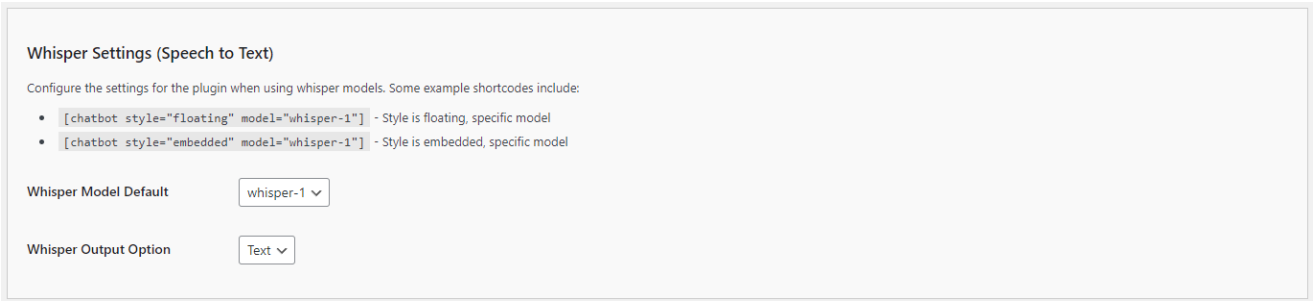
Configuring the Whisper Settings (Speech to Text)

To enable and customize the speech-to-text capabilities of your Kognetiks Chatbot, follow these steps to configure the Whisper Settings:



1. Whisper Model Default:
    - Description: This dropdown allows you to select the default speech-to-text model the chatbot will use.
    - Options: Choose from available models such as whisper-1.
    - Selection: Select the model that best meets your needs for speech recognition quality and performance.
2. Whisper Output Option:
    - Description: This setting specifies the format for the output of the speech-to-text conversion.
    - Options: Common options include Text and potentially other formats if supported by the plugin.
    - Selection: Choose the format that best fits your application's requirements.

Steps to Configure

1. Navigate to the Whisper Settings section of the Kognetiks Chatbot plugin in your WordPress dashboard.
2. Select the desired model from the Whisper Model Default dropdown.
3. Set the Whisper Output Option by selecting the desired output format, such as Text.
4. Save the settings.

Example Shortcodes

Here are some example shortcodes you can use to customize the chatbot's speech-to-text functionality within your WordPress site:

- [chatbot style="floating" model="whisper-1"]: Style is floating, specific model.
- [chatbot style="embedded" model="whisper-1"]: Style is embedded, specific model.

Tips

- Model Selection: Ensure the selected model provides the necessary accuracy and performance for your chatbot's speech recognition tasks.
- Output Format: Choose the output format that aligns with how you intend to use the transcribed speech data.

By configuring these settings, you ensure that your Kognetiks Chatbot can effectively convert spoken input into text, enhancing interaction and accessibility for users who prefer voice input.

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API/ChatGPT Settings

Configure the default settings for the Chatbot plugin for chat, voice, and image generation. Start by adding your API key then selecting your choices. Don't forget to click "Save Settings" at the very bottom of the page.

More information about ChatGPT models and their capability can be found at https://platform.openai.com/docs/models/overview.

Sections

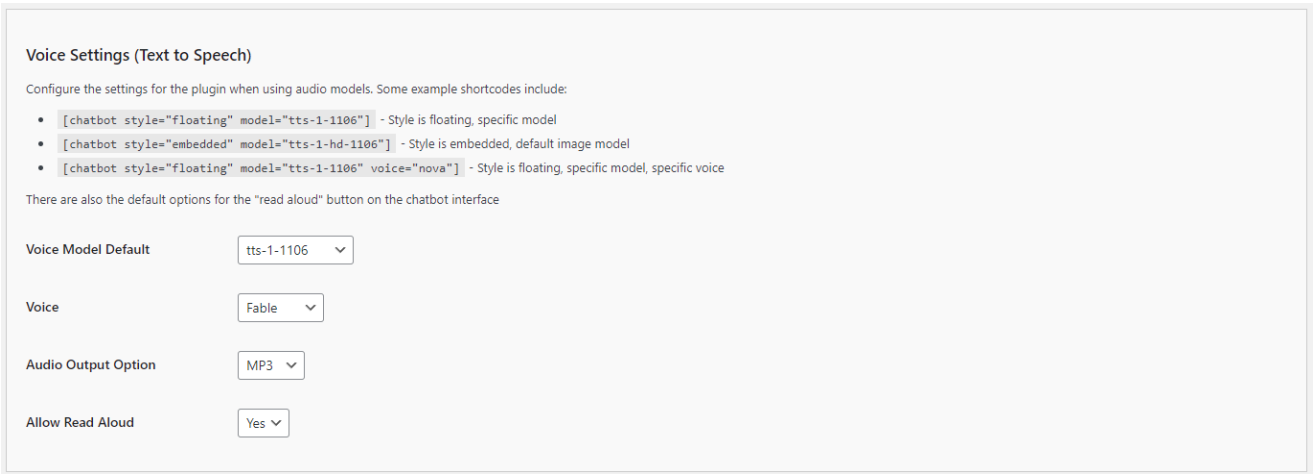
- API Settings
- Chat Settings
- Voice Settings (Text to Speech)
- Whisper Settings (Speech to Text)
- Image Settings

- Advanced API Settings

- Back to the Overview

Configuring the Voice Settings (Text to Speech)

To enhance your Kognetiks Chatbot with text-to-speech capabilities, follow these steps to configure the Voice Settings:



1. Voice Model Default:
    - Description: This dropdown allows you to select the default text-to-speech model the chatbot will use.
    - Options: Choose from various models such as tts-1, tts-1-1106, tts-1-hd, tts-1-hd-1106 and others provided by OpenAI.
    - Selection: Select the model that best fits your needs for voice synthesis quality and features.
2. Voice:
    - Description: This setting lets you choose the specific voice the text-to-speech model will use.
    - Options: Available voices include options like Fable, Nova, etc.
    - Selection: Pick a voice that aligns with the desired personality and tone of your chatbot.
3. Audio Output Option:
    - Description: This setting specifies the format for the audio output.
    - Options: Common formats include MP3 and others supported by the plugin.

    - Selection: Choose the format that works best for your application's compatibility and performance needs.

4. Allow Read Aloud:

    - Description: This toggle allows you to enable or disable the "read aloud" feature for the chatbot interface.
    - Options: Yes to enable, No to disable.
    - Selection: Enable this feature if you want the chatbot to provide audio responses, enhancing accessibility and user experience.

Steps to Configure

1. Navigate to the Voice Settings section of the Kognetiks Chatbot plugin in your WordPress dashboard.
2. Select the desired model from the Voice Model Default dropdown.
3. Choose the preferred Voice from the available options.
4. Set the Audio Output Option by selecting the desired audio format, such as MP3.
5. Toggle the Allow Read Aloud setting to Yes if you want to enable audio responses.
6. Save the settings.

Example Shortcodes

Here are some example shortcodes you can use to customize the chatbot's text-to-speech functionality within your WordPress site:

- [chatbot style="floating" model="tts-1-1106"]: Style is floating, specific model.
- [chatbot style="embedded" model="tts-1-hd-1106"]: Style is embedded, default image model.
- [chatbot style="floating" model="tts-1-1106" voice="nova"]: Style is floating, specific model, specific voice.

Tips

- Voice Selection: Experiment with different voices to find the one that best fits the tone and personality of your chatbot.
- Format Compatibility: Ensure the audio output format you choose is compatible with the platforms and devices your users commonly use.
- User Experience: Enabling the "read aloud" feature can significantly enhance the user experience, particularly for users who prefer auditory information or have accessibility needs.

By configuring these settings, you ensure that your Kognetiks Chatbot provides a rich, engaging, and accessible interaction experience through high-quality text-to-speech capabilities.

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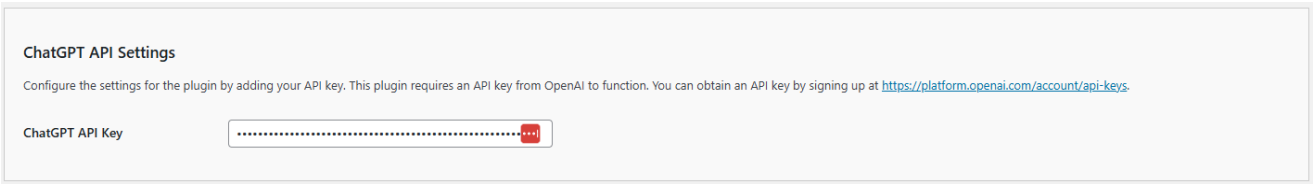
Configuring the API/ChatGPT Settings

The Kognetiks Chatbot plugin requires proper configuration to function correctly. Follow the steps below to set up your plugin:



1. ChatGPT API Key:
    - Description: This field is for your OpenAI API key, which is necessary for the plugin to access the ChatGPT functionality.
    - How to obtain: You can get your API key by signing up at OpenAI's API keys page.
    - Input: Paste your API key in the provided field.

Steps to Configure

1. Navigate to the API Settings section of the Kognetiks Chatbot plugin in your WordPress dashboard.
2. Copy your OpenAI API key from the OpenAI API keys page.
3. Paste the API key into the ChatGPT API Key field.
4. Save the settings.

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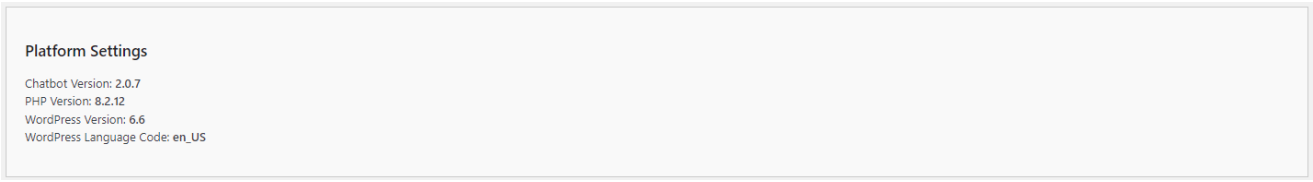
Messages and Diagnostics Settings

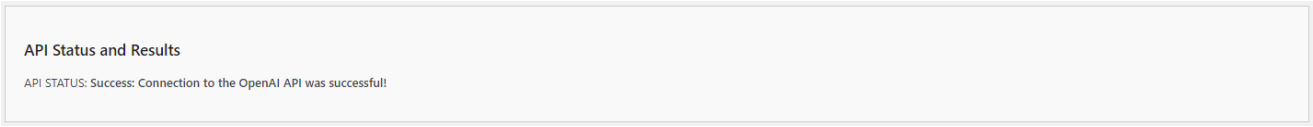
The Messages and Diagnostics Settings help you monitor the health and performance of the Kognetiks Chatbot, providing tools for error logging, API connection checks, and other diagnostics. Follow these steps to configure these options effectively:

Platform Settings Details



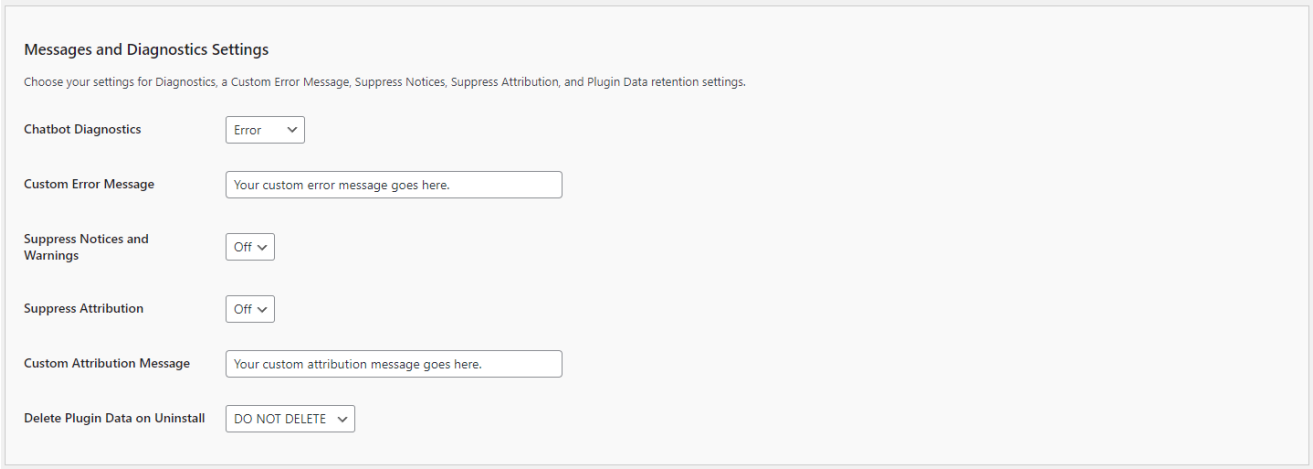
1. System and Plugin Information:
    - Description: Displays key information about your system and the chatbot plugin, including PHP version, WordPress version, Chatbot version, and WordPress language code.
    - Usage: Use this information for troubleshooting and ensuring compatibility with your environment.

API Status and Results



1. API Status and Results:
    - Description: Shows the status of the connection to the OpenAI API.
    - Details: Indicates whether the connection was successful.
    - Usage: Check this status to verify that the chatbot can communicate with the OpenAI API. A successful connection is necessary for the chatbot to function correctly.

Messages and Diagnostics Settings



1. Chatbot Diagnostics:
    - Description: Allows you to select the level of diagnostics to be logged.
    - Options:
        - Off: No logging.
        - Success: Success messages.
        - Notice: General messages.
        - Failure: Failure messages.
        - Warning: Warning massages.
        - Error: Error messages.
    - Selection: Choose the appropriate level based on your need for diagnostics information. Off is the default and recommended setting for general use. Use Error for in-depth troubleshooting. Error logs all levels.

    NOTE: You can enable error and console logging at any time, however in the production releases of the chatbot all error logging has been commented out.

2. Custom Error Message:
    - Description: This setting allows administrators to define a custom error message that will be displayed to users when the chatbot encounters an issue. This ensures a more consistent and branded user experience, even in cases of unexpected errors.
    - Options: Any text string that you want to use as the error message.
    - Selection: Enter your preferred error message in the provided text field on the "Messages" tab. An example of a custom error message could be: Sorry, it appears our chat isn't working right now. If you're looking for support, click here.
    - Additional Requirements:
        - Chatbot Diagnostics: Ensure that the Chatbot Diagnostics setting is turned from Off to Error to enable the display of custom error messages.
        - WordPress Error Logging: You may also need to turn on WordPress error logging to fully utilize this feature.

3. Suppress Notices and Warnings:
    - Description: Allows you to suppress notices and warnings such as those associated with the Knowledge Navigator and other administrative functions. These messages and warnings are not shown to users, only to site administrators.
    - Options: On or Off.
    - Selection: Choose On to suppress notices and warnings if you prefer a less verbose experience, otherwise set to Off to see all administrative messages associated with the chatbot.

4. Suppress Attribution:
    - Description: Allows you to suppress the attribution message ("Chatbot plugin by Kognetiks") displayed in both the floating and embedded style of the chatbot.
    - Options: On or Off.
    - Selection: Choose On to suppress the attribution message. Set to Off to display the message.

5. Custom Attribution Message:
    - Description: This setting allows administrators to define a custom attribution message that will be displayed to users.
    - Options: Any text string that you want to use as the attribution message.
    - Tip: To remove custom attribution, just delete the value and save your settings.

6. Delete Plugin Data on Uninstall:
    - Description: Determines whether to delete all plugin data when the plugin is uninstalled.
    - Options: Yes or No.
    - Selection: Choose Yes to delete all data when uninstalling the plugin, ensuring no residual data remains. Select No to retain data even after uninstallation, which can be useful if you plan to reinstall the plugin later.

Steps to Configure

1. Navigate to the Diagnostics Settings section of the Kognetiks Chatbot plugin in your WordPress dashboard.

2. Review the System and Plugin Information to ensure compatibility and identify the current versions in use.

3. Check the API Test Results to confirm a successful connection to the OpenAI API.

4. Set the Chatbot Diagnostics level based on your need for error and performance logging.

5. Toggle Suppress Notices and Warnings to On or Off as desired.

6. Toggle Suppress Attribution to On or Off based on whether you want to hide the attribution message.
7. Decide whether to enable Delete Plugin Data on Uninstall by setting it to Yes or No.
8. Click 'Save Settings' to apply your changes.

Tips

- Regular Monitoring: Regularly check the diagnostics settings and logs to ensure the chatbot is functioning correctly and to identify any issues early.
- Error Logging: Start with the Error logging level and increase to Warning or Debug if you encounter issues that require more detailed diagnostics.
- Data Management: Be cautious with the "Delete Plugin Data on Uninstall" setting if you might need the data in the future.

By configuring these settings, you can effectively monitor and maintain the health and performance of your Kognetiks Chatbot, ensuring a smooth and reliable user experience.

How To Enable Error Logging

To enable error logging in WordPress, you need to modify the wp-config.php file in your WordPress installation directory.

NOTE: Enabling debugging in WordPress is useful for troubleshooting issues, but it may expose sensitive information and affect site performance. Be sure to disable debugging on live sites after resolving issues to maintain security and optimal performance.

Here are the basic steps to enable error logging:

1. Access the **`wp-config.php`** File:
    - Use an FTP client or your hosting provider's file manager to navigate to the root directory of your WordPress installation. This is typically where you will find the wp-config.php file.
2. Edit the **`wp-config.php`** File:
    - Open the wp-config.php file in a text editor.
3. Enable Debugging:
    - Locate the following line in the file (if it exists):

      define('WP_DEBUG', false);

    - Change false to true to enable debugging:

```
define('WP_DEBUG', true);
```

4. Enable Debug Log:
    - Add or modify the following lines to enable the debug log:

      ```
      define('WP_DEBUG_LOG', true);

      define('WP_DEBUG_DISPLAY', false);

      @ini_set('display_errors', 0);
      ```

    - This will log errors to a file named debug.log located in the wp-content directory, but it will not display errors on the screen.
5. Save and Upload the File:
    - Save the changes to the wp-config.php file and upload it back to your server if you are using an FTP client.

Optional: More Detailed Logging

If you want more detailed logging, you can also add the following lines to wp-config.php:

```
define('SCRIPT_DEBUG', true);

define('SAVEQUERIES', true);
```

- SCRIPT_DEBUG: Forces WordPress to use the "dev" versions of core CSS and JavaScript files rather than the minified versions.
- SAVEQUERIES: Saves the database queries to an array and makes them available via the global $wpdb->queries.

Accessing the Error Log

- You can access the error log by navigating to the wp-content directory and opening the debug.log file.

By enabling these settings, you can track and troubleshoot errors that occur within your WordPress site. If you need more advanced logging or custom error handling, consider using a logging plugin like WP Debugging or Error Log Monitor.

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Past Update

What's new in Version 2.2.9

- Display Message Count: Added a setting to display the message count in the chatbot's response, such as (29/50), i.e., 29 prompts out of 50 limited, to help visitors and logged-in users understand how many exchanges they have had with the chatbot.
- Bug Fixes: Resolved minor issues and bugs identified after release of version 2.2.8.

What's new in Version 2.2.8

- Bug Fixes: Resolved minor issues and bugs identified after release of version 2.2.7.

What's new in Version 2.2.7

- Conversation Transcript: Added a new feature to send the conversation transcript to site admins when OpenAI Assistants are instructed to do so (see Support tab in Settings).
- Dashboard Widget: Added a dashboard widget to display chatbot statistics and token usage in the WordPress admin dashboard.
- Custom Post Types: Added support for custom post types to the Knowledge Navigator.
- Performance Improvements: Minimized unnecessary calls to the database to improve performance.
- Bug Fixes: Resolved minor issues and bugs identified after release of version 2.2.6.

What's new in Version 2.2.6

- Azure OpenAI: Added support for the Azure OpenAI API to provide advanced conversational capabilities for the chatbot.
- Local Server: Added support for the JAN.AI local server, enabling users to run AI models on their own servers for enhanced control and flexibility.
- Bug Fixes: Resolved minor issues and bugs identified after release of version 2.2.5.

What's New in Version 2.2.5

- Enhanced Context for Assistants: Added option to enhance Assistant context with site content for improved responses. When enabled, this feature allows the chatbot to pull information from your site’s existing content, such as posts, pages, products, and other custom post types, to provide richer and more accurate answers.
- Bug Fixes: Resolved minor issues and bugs identified after release of version 2.2.4.

What's New in Version 2.2.4

- Improved Knowledge Navigator: Enhanced the Knowledge Navigator to provide more accurate and relevant responses based on your site's content.
- Glyph Rendering: Added support to enable/disable glyph rendering for the chatbot's response, enabled by default.
- Bug Fixes: Resolved minor issues and bugs identified after release of version 2.2.3.

What's new in Version 2.2.2

- DeepSeek Reasoner: Added a select for DeepSeek's Reasoner model (which points to the new DeepSeek-R1 model) supporting advanced conversational capabilities for the chatbot.
- Response Formating: Improved the formatting of chatbot responses to ensure better readability and clarity.
- Bug Fixes: Resolved minor issues and bugs identified after release of version 2.2.2.

What's new in Version 2.2.1

- Anthropic API Integration: Added support for Anthropic's API to provide advanced conversational capabilities for the chatbot.
- NVIDIA Settings: Added support documentation for the NVIDIA API settings.
- Sentential Context Model: Added beta support for the Sentential Context Model, enabling response generation using your site's content without relying on external AI platforms.
- Knowledge Navigator Update: Added option to include post or page excerpts in chatbot responses when enhanced responses is enabled.
- Documentation Updates: Revised several section of the online documentation to align with current options and previous updates.
- Bug Fixes: Resolved minor issues and bugs identified after release of version 2.2.0.

What's new in Version 2.2.0

- Rate Limit Exceeded Errors: Added improved error handling for rate limit exceeded errors to retry the request after the delay specified by the API.

What's new in Version 2.1.9

- Bug Fixes: Removed extra line breaks after the chatbot's response, among other minor issues identified after the release of version 2.1.8.

What's new in Version 2.1.8

- NVIDIA NIM API Integration: Added support for NVIDIA's NIM API to provide advanced conversational capabilities for the chatbot.
- Assistant Management: Resolved the issue with adding, updating and deleting Assistants when using Firefox browser.
- Conversation Continuation: Improved conversation continuity for visitors and logged-in users to ensure a seamless experience across sessions.
- Additional Security: Enhanced security to reduce vulnerabilities associated with assistant management.
- Additional Security: Enhanced security to reduce vulnerabilities associated with accessing chatbot support pages.

What's new in Version 2.1.7

- Bug Fixes: Resolved minor issues and bugs identified after release of version 2.1.6.

What's new in Version 2.1.6

- Message Limit Periods: Added options to set message limits periods for visitors and logged-in users, from Hourly, Daily, Weekly, up to Lifetime.
- Charset Fallback Adjustment: Added fallback to utf8 character set when utf8mb4 is not supported, ensuring compatibility across different database configurations.
- Suppress Footer Chatbots: Suppress chatbot in the footer when the chatbot is embedded on the page.

What's new in Version 2.1.5

- Speech Recognition Integration: Added support for speech recognition to enhance user interaction with the chatbot. Users can now speak to the chatbot, which will transcribe the speech into text for processing.
- Knowledge Navigator Update: Updated the Knowledge Navigator algorithm to prioritize and return search results that match the highest number of input words first, ordered by relevance and recency, to provide the most relevant and recent links.
- Bug Fix: Removed unnecessary code that was causing a cannot modify header information in the chatbot-shortcode.php file.

What's new in Version 2.1.4

- Improved Table Formatting: Enhanced the appearance of tables in chatbot responses for better readability.
- Bug Fixes: Resolved minor issues and bugs identified during the development process.

What's new in Version 2.1.3

- Remote Server Access: The Kognetiks Chatbot now includes the advanced feature to allow access to your assistants from remote servers. Coupled with security measures to control and monitor remote access to your chatbots, you must enable the Remote Widget Access feature. This will allow specific remote servers to interact with your chatbot(s) via an endpoint. To ensure that only authorized servers and chatbots can access your resources, the system uses a whitelisting mechanism that pairs domains with specific chatbot shortcodes.
- Improving Math Handling: Integrated code enhances chatbot’s ability to render complex mathematical expressions.
- Bug Fixes: Resolved minor issues and bugs identified during the development process.

What's New in Version 2.1.2

- Changed Script Load Order: Adjusted the loading order of scripts to ensure that critical settings are defined before the main chatbot script executes, preventing incorrect style application.

What's New in Version 2.1.1

- Code Cleanup and Optimization: Refined and optimized the codebase for improved performance and maintainability.
- Variable Unification: Standardized variable names across the project to ensure consistency and reduce potential errors.
- User Experience Consistency: Addressed inconsistencies in the chatbot experience between logged-in and non-logged-in users, ensuring a uniform experience.
- Bug Fixes: Resolved minor issues and bugs identified during the development process.

What's New in Version 2.1.0

- JavaScript Version Control: Added JavaScript version control to help with cache busting.
- Conversation Log CSV Export: Added a check to determine if $value is not null before calling mbconvertencoding to prevent PHP warnings.

What's New in Version 2.0.9

- Adjusted Module Name Conflict: Renamed one module that had a name conflict with another vendor's plugin.
- Reworked Conversation Continuity: Improved the way the chatbot handles conversation continuity for visitors and logged-in users, ensuring a seamless experience across pages.
- Alternate Attribution Message: Allows for replacing the attribution message with 'Chatbot plugin by Kognetiks' with a text message of your choosing.
- Refactored Inline Styles: Moved inline styles to an external CSS file for better maintainability and separation of concerns.
- floating-style CSS Class Rename: Renamed the .floating-style CSS class to chatbot-floating-style to avoid conflicts with other plugins or themes.
- embedded-style CSS Class Rename: Renamed the .embedded-style CSS class to chatbot-embedded-style to avoid conflicts with other plugins or themes.
- chatgptTitle CSS ID Rename: Renamed the chatgptTitle CSS ID renamed to chatbot-chatgpt-title to avoid conflicts with other plugins or themes.
- chatbot-user-text CSS Class Rename: Renamed the user-text CSS class to chatbot-user-text to avoid conflicts with other plugins or themes.
- bot-text CSS Class Rename: Renamed the bot-text CSS class to chatbot-bot-text to avoid conflicts with other plugins or themes.

What's New in Version 2.0.8

- Logic Error Updated: Corrected a logic error that was causing some visitors and logged-in users to lose their session continuity with the Assistants. This ensures a smoother and more consistent experience for all users.
- Fixed Special Characters Display Issue: Improved the way special characters are handled in chatbot names. Previously, the code was converting special characters like '&' into their HTML equivalents (e.g., '&' became '&').

What's New in Version 2.0.7

- Model Support: The latest models available from the AI platform you choose and are dynamically added to model picklists.
- Manage Chatbot Error Logs: Added the ability to manage chatbot error logs, including the ability to download and delete logs. See Chatbot Settings > Tools. TIP: You must enable Diagnostics access the Tools tab. See Chatbot Settings > Messages > Messages and Diagnostics.
- Revised Reporting Settings Layout: Revised and refreshed the Reporting Settings page layout for better visualization. See Chatbot Settings > Reporting.
- Conversation Continuation: Added a setting to enable conversation continuation after returning to a page previously visited. See Chatbot Settings > Settings > Additional Settings.

What's New in Version 2.0.6

- Dynamic Shortcode: Added support for dynamic shortcodes to allow for more flexible Assistant selection. Add all parameters to the shortcode, including the Assistant ID on the GTP Assistant tab. For example, [chatbot-1].
- Logic Error Updated: Corrected a logic error that prevented visitors and logged-in users from interacting with Assistants.

What's New in Version 2.0.5

- Enhanced Assistant Management: A new intuitive interface for managing all your chatbot Assistants in one place.

- Assistant ID Integration: Easily add Assistants developed in the OpenAI Playground using their unique ID.

- Improved Shortcode Usage: Tips for optimal placement and usage of the [chatbot assistant="Common Name"] shortcode.

- Customizable Assistant Attributes: Tailor each Assistant's settings such as Styling, Target Audience, Voice, Allow File Uploads, Allow Transcript Downloads, Show Assistant Name, Initial Greeting, Subsequent Greeting, Placeholder Prompt, and Additional Instructions.

- Support Tab: Reverted the "Support" tab to correctly display the plugin's support documentation overview.

- Embedded Chatbot Formatting Updated: Added a closing tag to the embedded chatbot to ensure proper formatting.

- Force Page Reload on Conversation Cleared: Added an option to force a page reload when the conversation is cleared.

- Knowledge Navigator Analysis: Moved the Knowledge Navigator Analysis for export to the bottom of the Knowledge Navigator tab.

- Custom Buttons Expanded: Now supports up to four custom buttons, available on floating only, embedded only, or on both chatbot styles.

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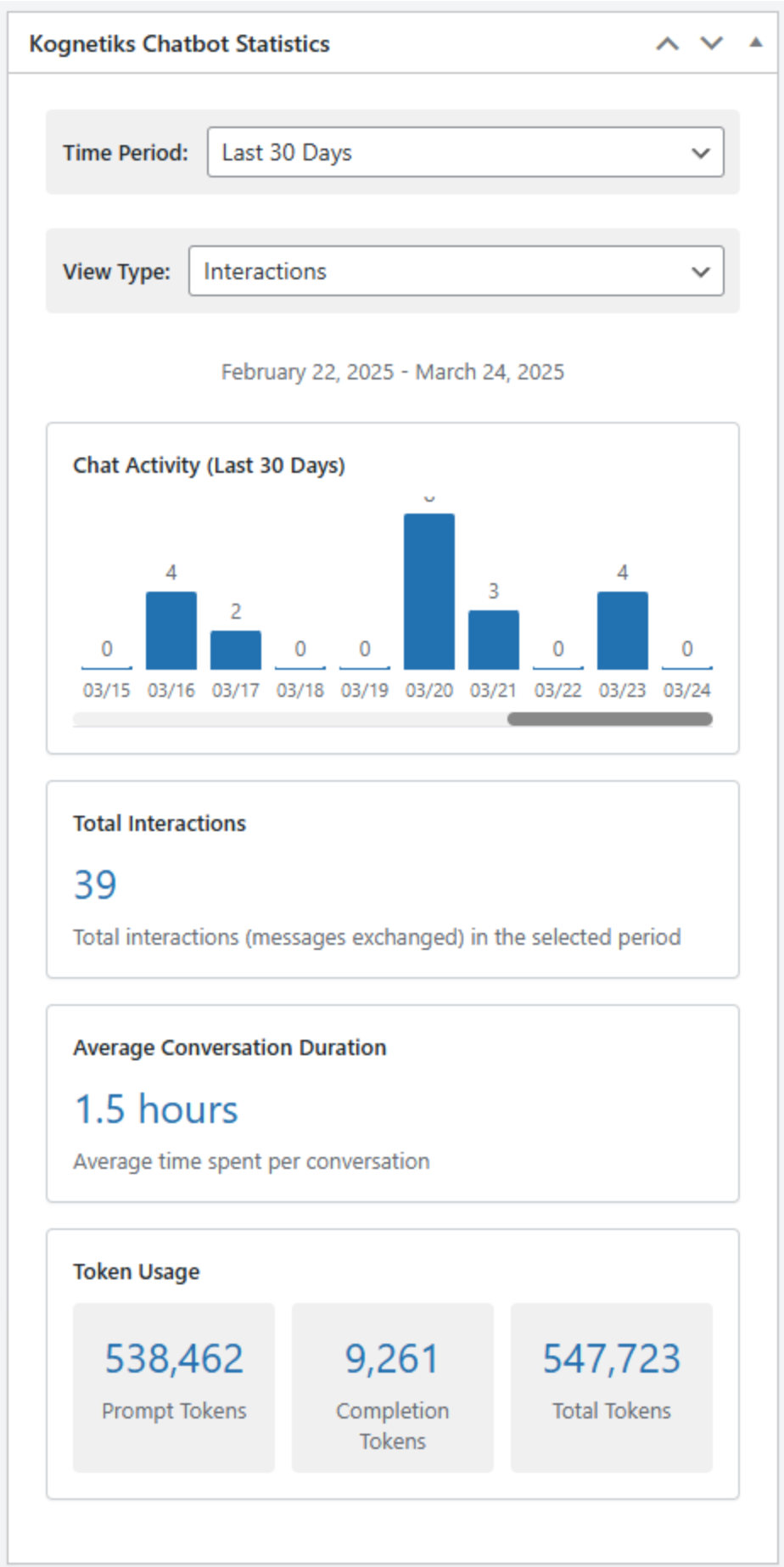
Dashboard Widget

The Kognetiks Chatbot Dashboard Widget provides real-time insights into your chatbot's performance and usage statistics directly in your WordPress admin dashboard.


Kognetiks Chatbot Statistics
Time Period:
Last 30 Days
View Type:
Interactions
February 22, 2025 - March 24, 2025
Chat Activity (Last 30 Days)
0
4
2
0
0
3
0
4
0
03/15
03/16
03/17
03/18
03/19
03/20
03/21
03/22
03/23
03/24
Total Interactions
39
Total interactions (messages exchanged) in the selected period
Average Conversation Duration
1.5 hours
Average time spent per conversation
Token Usage
538,462
Prompt Tokens
9,261
Completion Tokens
547,723
Total Tokens

Overview

The dashboard widget displays: - Chat activity graph - Total number of conversations - Average conversation duration - Token usage statistics

Accessing the Dashboard Widget

1. Log in to your WordPress admin panel
2. Navigate to the Dashboard
3. Look for the "Kognetiks Chatbot Statistics" widget

Features

Time Period Selection

You can view statistics for different time periods: - Last 24 Hours - Last 7 Days - Last 30 Days - Last 90 Days - Last 365 Days

View Type

You can view statistics for either Sessions or Interactions per Time Period

Statistics Display

Chat Activity Graph

- Visual representation of chat activity over time
- Bar chart showing the number of conversations per day/hour
- Scroll horizontally to view all data points

Total Sessions or Interactions

- Shows the total number of unique sessions, i.e., converations, or interactions (prompts and completions) in the selected time period
- Each session is counted only once, regardless of the number of messages
- Prompts and Completions are totaled then divided by two

Average Conversation Duration

- Displays the average time users spend in conversations
- Duration is shown in a human-readable format (seconds, minutes, hours, or days)

Token Usage

Shows three key metrics: - Prompt Tokens: Number of tokens used in user messages - Completion Tokens: Number of tokens used in AI responses - Total Tokens: Combined token usage

Understanding the Data

Chat Activity Graph

- The height of each bar represents the number of conversations
- Higher bars indicate more active periods
- Use this to identify peak usage times

Token Usage

- Helps track API consumption
- Useful for monitoring costs and usage patterns
- Can help optimize prompt engineering

Best Practices

1. Regular Monitoring
    - Check the dashboard regularly to track usage patterns
    - Monitor token usage to manage API costs
2. Performance Analysis
    - Use the time period selector to analyze trends
    - Compare different periods to identify growth or issues
3. Cost Management
    - Keep an eye on token usage
    - Use the data to optimize conversation flows

Troubleshooting

If you don't see the dashboard widget: 1. Ensure you have administrator privileges 2. Check if the widget is enabled in your dashboard settings 3. Verify that the chatbot plugin is properly activated

For data discrepancies: 1. Check the selected time period 2. Verify that conversation logging is enabled 3. Ensure your database has the necessary tables

Support

For additional help with the dashboard widget: - Check the FAQ section - Review the Diagnostics guide - Contact support through the official channels

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Configuring the Advanced API Settings

The Advanced API Settings allow you to configure critical parameters for the API connection used by the Kognetiks Chatbot. Follow these steps to ensure the plugin is properly set up:

1. Base URL for API:
    - Description: This field specifies the base URL for the Mistral API. The plugin uses this URL to connect to the Mistral servers.
    - Default Value: The default URL is https://api.mistral.ai/v1.
    - Customization: Typically, you should not need to change this value unless directed by Mistral support or if there are specific requirements for your integration.
2. Timeout Setting (in seconds):
    - Description: This setting determines how long the plugin will wait for a response from the API before timing out.
    - Default Value: The default is set to 240 seconds.
    - Customization: Adjust this value based on your server's performance and network conditions. A higher value might be needed if you experience frequent timeouts, while a lower value can be used to reduce wait times in case of unresponsive requests.

Steps to Configure

1. Navigate to the Advanced API Settings section of the Kognetiks Chatbot plugin in your WordPress dashboard.
2. Verify the Base URL for API is set to https://api.mistral.ai/v1. Change it only if instructed by Mistral or if you have specific requirements.
3. Set the Timeout Setting (in seconds) by entering a numeric value that suits your server and network conditions.
4. Save the settings.

Tips

- Avoid Unnecessary Changes: Unless you have a specific reason, it’s best to leave the Base URL as the default provided by Mistral.

- Monitor Performance: If you experience issues with response times or API connectivity, consider adjusting the timeout setting and monitor the performance impact.
- Consult Documentation: For more information on API parameters and troubleshooting, refer to the Mistral API Reference.

By configuring these settings, you ensure that your Kognetiks Chatbot maintains a stable and efficient connection to the Mistral API, providing reliable performance for your users.

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Configuring Chat Settings

To ensure your Kognetiks Chatbot functions optimally, you need to configure the chat settings appropriately. Here's a detailed guide on how to use these settings:

1. Mistral Model Default:
    - Description: This setting allows you to choose the default Mistral model your chatbot will use.
    - Options: Depending on the available models, you can select from various options such as mistral-small-latest, etc.
    - How to Set: Select the desired model from the dropdown menu. For instance, mistral-small-latest.

2. Maximum Tokens Setting:
    - Description: This setting determines the maximum number of tokens (words and parts of words) the model can use in a single response. This helps control the length and detail of the responses.
    - Default Value: The default is set to 150 tokens, but it can be increased up to 4097 tokens.
    - How to Set: Enter the desired number of tokens in the provided field. For example, 1000.
3. Conversation Context:
    - Description: This field is used to set the context for the conversation, helping the model understand the nature and tone of interactions.
    - Default Example: "You are a versatile, friendly, and helpful assistant designed to support me in a variety of tasks."
    - How to Set: Enter a suitable conversation context that matches the intended use of the chatbot.
4. Temperature:
    - Description: This setting controls the randomness of the model's responses. A lower value (closer to 0) makes the output more focused and deterministic, while a higher value (closer to 1) makes it more random and creative.
    - Default Value: The default is set to 0.5.
    - How to Set: Use the dropdown menu to select a value between 0 and 1.
5. Top P:
    - Description: This setting, also known as "nucleus sampling," controls the diversity of the responses. It considers the smallest possible set of words whose cumulative probability is greater than or equal to the value of Top P.
    - Default Value: The default is set to 1.
    - How to Set: Use the dropdown menu to select a value between 0 and 1.

Example Shortcodes

- Default Chat Model: [chatbot]
    - Description: Uses the default chat model with a floating style.
- Floating Style, Specific Model: [chatbot style="floating" model="mistral-small-latest"]
    - Description: Uses a floating style with a specified model (mistral-small-latest in this case).
- Embedded Style, Default Chat Model: [chatbot style="embedded" model="mistral-small-latest"]
    - Description: Uses an embedded style with the default chat model.

Steps to Configure

1. Navigate to the Chat Settings section of the Kognetiks Chatbot plugin in your WordPress dashboard.
2. Select the default chat model from the dropdown menu.
3. Enter the maximum tokens setting appropriate for your needs.
4. Provide a clear and concise conversation context to guide the chatbot's interactions.
5. Adjust the temperature setting to control the creativity of the responses.
6. Adjust the Top P setting to manage the diversity of the responses.
7. Save the settings.

Tips

- Adjusting Token Limits: Higher token limits can result in more detailed responses but also increase API usage.
- Experiment with Temperature and Top P: Fine-tuning these settings can help you achieve the desired balance between response creativity and coherence.
- Context Matters: Providing a well-defined conversation context can significantly improve the relevance and helpfulness of the chatbot's responses.

By following these steps and tips, you can ensure that your Kognetiks Chatbot is set up effectively to meet your needs.

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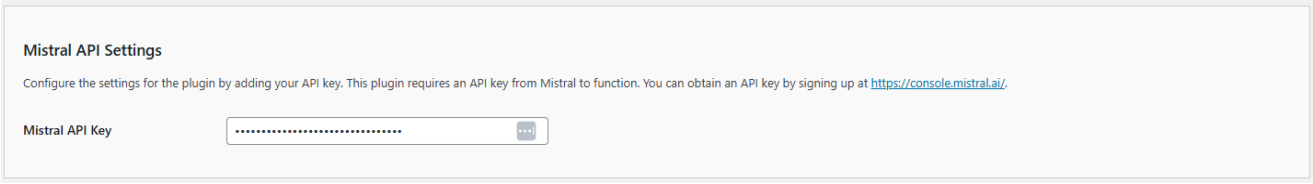
Configuring the API/Mistral Settings

The Kognetiks Chatbot plugin requires proper configuration to function correctly. Follow the steps below to set up your plugin:



1. Mistral API Key:
    - Description: This field is for your Mistral API key, which is necessary for the plugin to access the Mistral functionality.
    - How to obtain: You can get your API key by signing up at Mistral.
    - Input: Paste your API key in the provided field.

Steps to Configure

1. Navigate to the API Settings section of the Kognetiks Chatbot plugin in your WordPress dashboard.
2. Copy your Mistral API key from Mistral.
3. Paste the API key into the Mistral API Key field.
4. Save the settings.

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API/Mistral Settings

Configure the default settings for the chatbot to use Mistral for chat, voice, and image generation. Start by adding your API key then selecting your choices. Don't forget to click "Save Settings" at the very bottom of the page.

More information about Mistral models and their capability can be found at https://docs.mistral.ai/.

Sections

- API Settings
- Chat Settings
- Advanced API Settings

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Diagnostics - For Developers

- By default, the Kognetiks Chatbot Diagnostics setting is disabled. When enabled, the plugin provides useful information about the Chatbot's operation. This information can be used to troubleshoot issues and to better understand how it is functioning.
- The plugin supports Success, Notice, Warning, Failure, and Error, i.e., increasing levels of severity. The default level is Success. The higher the level, the more information is provided.
- In addition to setting the Kognetiks Chatbot's diagnostics reporting level, you will also need to enable WordPress debugging. This can be done by setting the WP_DEBUG constant to true in your wp-config.php file.
- Turning on WordPress debugging will cause all PHP errors, notices, and warnings to be displayed. This is useful for debugging and development purposes.

Calling the Diagnostic Function

Use the following example code to call the diagnostic function:

// back_trace('LEVEL' , 'Message');

- Where LEVEL is one of: SUCCESS, NOTICE, WARNING, FAILURE, or ERROR
- Where Message is a text message to output to the debug log.

Examples

Coming soon.

NOTE: It is not recommended to enable WordPress debugging on a production site.

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Chatbots and Assistants

- In Settings > API/Model, you can select to use ChatGPT (i.e., original) or create a GPT Assistant in the https://platform.openai.com/playground/.
- ChatGPT is a conversational AI platform that uses natural language processing and machine learning algorithms to interact with users in a human-like manner.
- It is designed to answer questions, provide suggestions, and engage in conversations with users.
- ChatGPT is important because it can provide assistance and support to people who need it, especially in situations where human support is not available or is limited.
- Coupling the power of ChatGPT or a GPT Assistant with the flexibility of WordPress, Kognetiks Chatbot is a plugin that allows you to effortlessly integrate OpenAI's ChatGPT API into your website.
- This provides a powerful, AI-driven chatbot for enhanced user experience and personalized support. For more information on using assistants, see https://beta.openai.com/docs/guides/assistants.
- Additional integration information can be found at https://kognetiks.com/wordpress-plugins/kognetiks-chatbot/chatbot-setup-and-configuration/.

Using Multiple Custom Assistants

- In Settings > API/Model, you can select to use ChatGPT (i.e., original) or use one of two different custom Assistants you've created.
- As explain above, build your custom Assistants in the OpenAI Playground.
- Decide which one of your Assistants will be 'primary' and which one will be 'alternate'.
- Incorporate your Assistants in one of several different ways using the [chatbot_chatgpt] shortcode.

Examples

Use one of the following formats to invoke the chatbot, or a primary or alternate Assistant:

- [chatbot] - Default values, floating style, uses OpenAI's ChatGPT
- [chatbot style="floating"] - Floating style, uses OpenAI's ChatGPT
- [chatbot style="embedded"] - Embedded style, uses OpenAI's ChatGPT
- [chatbot style="floating" assistant="primary"] - Floating style, GPT Assistant as set in Primary setting

- [chatbot style="embedded" assistant="alternate"] - Embedded style, GPT Assistant as set in Alternate setting

You can have an unlimited number of Assistants on you site if you reference them directly by their Assistant ID.

- [chatbot style="floating" assistant="asst_...123"] - Floating style, GPT Assistant specified
- [chatbot style="embedded" assistant="asst_...456"] - Embedded style, GPT Assistant specified

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FAQs

What is Kognetiks Chatbot?

Kognetiks Chatbot is an AI-powered conversational agent developed to give content creators using WordPress access to new pre-trained AI models developed by OpenAI, such as DALL-E, Codex, GPT-3, and GPT-4. The OpenAI API is designed to add state-of-the-art AI capabilities to virtually any task available in the English language. Kognetiks Chatbot is built on top of the GPT (Generative Pre-trained Transformer) architecture, which is a type of deep learning model widely used for natural language processing tasks. ChatGPT is designed to generate human-like responses and engage in interactive conversations with users. ChatGPT is trained on a vast amount of text data from the internet, allowing it to learn patterns, language structures, and context. It can understand and generate coherent and contextually relevant responses, making it suitable for various conversational applications. However, it's important to note that ChatGPT has limitations. It may sometimes produce incorrect or nonsensical answers, and it can be sensitive to slight changes in input phrasing, leading to inconsistent responses. OpenAI continues to work on improving the system and addressing these limitations.

Can I have more than one chatbot on the same page?

No, you should not put more than one chatbot shortcode on the same page or post.

For now, it will not work as expected if you put a floating chatbot using the [chatbot style=floating] in the footer and an embedded chatbot [chatbot style=embedded] on the page or post.

You can put as many different chatbot on different pages, as long as there is only one chatbot per page.

How many Assistants can I have?

You can have one primary, one alternate, but as many Assistants as you want if you invoke them directly using the ID assigned when you created the Assistant on the OpenAI platform.

Use the following format to invoke the primary or alternate assistant:

- [chatbot style="floating" assistant="primary"] - Floating style, Assistant as set in Primary setting
- [chatbot style="embedded" assistant="alternate"] - Embedded style, Assistant as set in Alternate setting

Use the following format to invoke an assistant directly by its ID

- [chatbot style="floating" assistant="asst_xxxxxxxxxxxxxxxxxxxxxxxx"] - Floating style, Assistant as set in Assistant ID setting
- [chatbot style="embedded" assistant="asst_xxxxxxxxxxxxxxxxxxxxxxxx"] - Embedded style, Assistant as set in Assistant ID setting Mix and match the style and assistant attributes to suit your needs.

NOTE: When using the 'embedded' style, it's best to put the shortcode in a page or post, not in a footer.

What is Knowledge Navigator?

Knowledge Navigator is the smart explorer behind our Kognetiks Chatbot plugin that's designed to delve into the core of your website. Like a digital archaeologist, it embarks on an all-encompassing journey through your site's published content, carefully following every internal link to get a holistic view of your content. Knowledge Navigator sifts through each page, extracting the essence of your content in the form of keywords and phrases, gradually building a meticulous, interactive map of your website's architecture.

How does Knowledge Navigator work?

Knowledge Navigator employs a clever technique known as TF-IDF (Term Frequency-Inverse Document Frequency) to unearth the keywords that really matter. The keywords are ranked by their TF-IDF scores, where the score represents the keyword's relevance to your site. This score is a fine balance between the term's frequency on your site and its inverse document frequency (which is essentially the log of total instances divided by the number of documents containing the term). In simpler words, it's a sophisticated measure of how special a keyword is to your content.

What content types can Knowledge Navigator index?

Knowledge Navigator automatically detects all public post types on your site that have published content. This includes standard WordPress post types like posts, pages, and products, as well as any custom post types you've added to your site. For each post type,

you can choose whether to include or exclude its content from the indexing process. Additionally, you can choose to include or exclude approved comments from your site's content.

What is the output of Knowledge Navigator?

Both a detailed "results.csv" and "results.json" files are created, tucking away all the valuable information obtained in a dedicated 'results' directory within the plugin's folder. The prime objective of Knowledge Navigator is to enable the Kognetiks Chatbot plugin to have a crystal clear understanding of your website's context and content. As a result, your chatbot will deliver responses that are not just accurate, but also fittingly contextual, thereby crafting a truly bespoke user experience. This all is powered by the advanced AI technology of OpenAI's Large Language Model (LLM) API.

How can I tell if the Knowledge Navigator is working?

After you select a schedule and save the settings, the Knowledge Navigator is run shortly thereafter (usually about 10 seconds later). The status will show initially as 'in process'. After which the selected schedule (hourly, daily, weekly) is set and the Knowledge Navigator will run on that schedule until canceled. If you have installed a plugin like WP Cron you will find the crawl event amongst the other scheduled activities on your site. You can also visit the Knowledge Navigator tab on the plugin settings to see when the Knowledge Navigator last sifted through your content.

How do I embed a Custom GPT Assistant in my website using Kognetiks Chatbot?

If you've built a Custom GPT Assistant in OpenAI's ChatGPT the URL (for example https://chat.openai.com/g/g-LnpnSZn02-ichimoku-insights) is not the "assistant ID" needed to work with Kognetiks Chatbot. You'll need to build your Custom GPT Assistant in the OpenAI Playground (at https://platform.openai.com/assistants). Once built there, you will see the Assistant ID below the name of your Assistant. It will start with "asst" followed by upper- and lower-case letters and numbers, for example: asst12AB34CD56EF78GH90IJ. Once you have this ID and installed the latest version of the Chatbot ChatGPT (at least version 1.6.9), navigate to Settings > API/Model, where you will see two configuration options. Set "Use Custom GPT Assistant ID" = "Yes" and enter your "asst_" ID in the "Custom GPT Assistant ID" field. Don't forget to click "Save Settings" at the bottom of the screen. Return to the website where you've installed the shortcode for Kognetiks Chatbot, [chatbot], and refresh the page, and your Custom GPT Assistant will now be embedded within your site.

How do I access OpenAI's GPT-4 model?

In an OpenAI help blog post this week (August 23, 2023), it appears that OpenAI has updated their terms for accessing the GPT-4 API. As of this writing, you will need to set up pre-paid billing by purchasing credits before accessing the GPT-4 API. You can read more here and here about instant access and prepaid billing from OpenAI. If you're experiencing an error after enabling the Kognetiks Chatbot this may resolve your issues.

I've created an Assistant but the chatbot is responding generically.

First, make sure to set the Use GPT Assistant Id to Yes on GTP Assistant tab in the Chatbot settings.

Be sure to use a valid Primary GPT Assistant Id or Alternate GPT Assistant Id. Assistant IDs are similar to asst_gs8KtljqS7F62mjXicjxnAPg and found here.

Sometimes caching is the problem. If so, in the case of WP Engine hosting, you might allow the following:

Action: Set Name: Cache-Control Value: max-age=604800, must-revalidate When: Only on successes

You can try using the cache-control header. This setting controls how long browsers and intermediary caches store a copy of the resource before checking back with the server. While it primarily affects the browser's caching behavior, it can also influence the caching policies of intermediary caches.

In the case of hosting on WP Engine, you would set this in the web rules section: WP Engine Web Rules Engine.

If you're using a different hosting provider, check their documentation for similar cache-control settings.

Diagnosing the Issue:

This issue could be caused by several factors, including caching plugins, theme conflicts, or differences in how WordPress handles logged-in vs. non-logged-in users. Here are a few potential reasons and solutions:

1. Caching Plugins:
    - Issue: Caching plugins like W3 Total Cache, WP Super Cache, or any other caching mechanism might serve cached pages to non-logged-in users. These cached pages may not process shortcodes dynamically as they do for logged-in users.
    - Solution: Exclude the pages with your shortcodes from being cached or configure the caching plugin to dynamically process these pages for non-logged-in users.
2. Theme Conflicts:
    - Issue: Some themes might handle shortcodes differently or have custom functions that alter the behavior of shortcodes based on the user's logged-in status.
    - Solution: Test with a default WordPress theme like Twenty Twenty-One to see if the issue persists. If the problem resolves with a default theme, the issue likely lies within the custom theme's functions.

3. User Role Capabilities:
    - Issue: Certain shortcode functions might be restricted to specific user roles or capabilities, which are not available to non-logged-in users.
    - Solution: Ensure that the shortcodes and their corresponding functions do not have role-based restrictions unless necessary. You can check the capabilities required for executing the shortcodes and adjust them accordingly.
4. Session and Cookies:
    - Issue: Some shortcodes may rely on session data or cookies, which can behave differently for logged-in and non-logged-in users.
    - Solution: Ensure that any session or cookie-based data is correctly handled for all users. You might need to review how sessions are initiated and maintained in your plugin.
5. Custom Query Variables:
    - Issue: If your shortcode relies on custom query variables, these might be stripped or not passed correctly for non-logged-in users due to URL rewriting or security plugins.
    - Solution: Use add_query_var() to register your custom query variables and ensure they are recognized by WordPress. This helps maintain custom variables across requests.
6. Security Plugins:
    - Issue: Security plugins may block or alter the behavior of certain queries or scripts for non-logged-in users.
    - Solution: Check the settings of any security plugins to see if they are restricting access to certain scripts or query parameters for non-logged-in users.

Here are a few steps to diagnose and potentially resolve the issue:

- Disable Caching: Temporarily disable any caching plugins and test the shortcodes.
- Switch Themes: Temporarily switch to a default WordPress theme and see if the issue persists.
- Check User Capabilities: Review and adjust any role or capability checks within your shortcodes.
- Inspect Query Variables: Ensure custom query variables are registered and handled properly.
- Review Security Settings: Check the settings of security plugins that might be blocking or altering requests.

By following these steps, you should be able to identify and address the root cause of the issue.

How can I inspect the conversation logs to ensure the Assistant is being activated?

Follow these steps to enable conversation logging and inspect the logs:

1. Enable Conversation Logging:
    - Go to the Chatbot Settings.
    - Click on the Reporting tab.
    - Scroll to the bottom of the page.
    - Set Enable Conversation Logging to On.
    - Click "Save Settings".
2. Refresh the Chatbot Page:
    - Open the page where the chatbot resides.
    - Use CTRL-SHIFT-R to refresh the page.
3. Test the Chatbot:
    - Enter your prompt and wait for the response.
4. Download and Inspect Conversation Data:
    - Go back to the Chatbot Settings.
    - Click on the Reporting tab again.
    - Click Download Conversation Data.

    You should notice that the Conversation items stored in your DB total NNNN rows where NNNN is the number of prompts and responses. When you click the Download Conversation Data, you'll be prompted to save the CSV to your local machine. Once downloaded, you should be able to open it with either Excel or Sheets or any other CSV reader.
5. Check for Assistant Information:
    - Ensure that columns G, H, and I in the CSV file are populated with your Assistant's information.
    - Scroll down to the last entry.

    Interpretation:
    - If columns G, H, and I are filled with your assistant's correct data (i.e., the Assistant ID and Assistant Name are correct), this indicates that the problem lies elsewhere.
    - If columns G, H, and I are blank, this indicates that the assistant is not correctly being invoked on your site.

Possible Issues:

- If the assistant is not invoked, it could be a server caching issue.
- In some cases, such as with WP Engine, active installations have had to make a minor change to the way their server handles passed parameters on shortcodes. More information can be found here.

More Information

See Chatbots and Assistants for more details on using multiple Assistants.

Support

How do I obtain support for the Kognetiks Chatbot Plugin?

Please use one of these resources to obtain support for the Kognetiks Chatbot plugin.

- Support @ Discord
- Support @ Kognetiks.com
- Support @ WordPress.org
- Support @ GitHub.com

You can also contact support by visiting our support page here and filling out the form.

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Overview

Kognetiks Chatbot is a plugin that allows you to effortlessly integrate OpenAI's ChatGPT API into your website, providing a powerful, AI-driven chatbot for enhanced user experience and personalized support.

Conversational AI platforms - like those from OpenAI, NVIDIA and others - use natural language processing and machine learning algorithms to interact with users in a human-like manner. They are designed to answer questions, provide suggestions, and engage in conversations with users. This is important because it can provide assistance and support to people who need it, especially in situations where human support is not available or is limited. It can also be used to automate customer service, reduce response times, and improve customer satisfaction. Moreover, these platforms can be used in various fields such as healthcare, education, finance, and many more.

The Kognetiks Chatbot plugin is powered by OpenAI, NVIDIA, and other AI vendors, via their APIs and Models to bring artificial intelligence to life within your WordPress website.

Important Note: This plugin requires an API key from OpenAI, NVIDIA, or other AI Platform vendor to function correctly. You can obtain an API key by signing up at https://platform.openai.com/account/api-keys or https://build.nvidia.com/nim.

Sections

- Official Sites
- Getting Started
- Chatbots and Assistants
- Conversation Logging and History
- API Key Safety and Security
- Diagnostics

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Official Sites

Please visit one of the official sites for more details on the Kognetiks Chatbot plugin.

- https://www.kognetiks.com
- https://github.com/kognetiks/kognetiks-chatbot
- https://wordpress.org/plugins/chatbot-chatgpt/

Support

Please use one of these resources to obtain support for the Kognetiks Chatbot plugin.

- Support @ Discord
- Support @ Kognetiks.com
- Support @ WordPress.org
- Support @ GitHub.com

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Conversation History

You can now add a shortcode on your site to retrieve the logged-in user's conversation history.

Use the following format to invoke the conversation history anywhere you can include a shortcode:

- [chatbot_chatgpt_history]

Conversation Logging Overview

This chatbot logs interactions with visitors to provide insights and enhance user experience. By default, the option to log conversations is turned off. Below is an overview of the table structure and its functionality.

Table Structure Overview

The table is designed to store key elements of each interaction, including:

- ID: Unique identifier for each entry, auto-incremented.
- Session ID: Identifies the session of the interaction.
- User ID and Page ID: Identifies the user and the webpage of interaction.
- Interaction Time: Timestamp of each interaction. User Type: Distinguishes between visitor and chatbot messages.
- Thread ID and Assistant ID: For identifying specific threads or bot instances.
- Message Text: Content of each message exchanged.

How It Works

Each interaction with the chatbot is logged in real-time, capturing all relevant information into the table. This includes automatic and direct data sources for fields like interaction time and message text.

Possible Applications and Uses

The conversation log may be used for:

- Analysis and Reporting: Generate reports on user interactions and queries.
- Bot Improvement: Refine chatbot responses based on logged data.
- User Experience Enhancement: Utilize insights for improving user interactions.
- Compliance and Record-Keeping: Maintain logs for regulatory requirements.
- This table is integral to managing and analyzing chatbot interactions, enabling continuous improvement and providing valuable insights into user engagement on your WordPress site.

Privacy and User Notification

Our commitment to you and your visitors' privacy is paramount when interacting with our chatbot. Below are the key aspects of how we address privacy concerns:

Transparent Communication

Visitors should be informed that interactions with the chatbot are recorded. This should be communicated through a notice when the chatbot is first engaged.

Purpose of Data Collection

The data collected may be used to improve user experience and chatbot functionality. You should ensure that all data is handled securely and in compliance with relevant privacy regulations.

Data Storage and Use

Information on how the collected data is stored and used is provided, and should adhere to privacy standards like GDPR and CCPA.

Conversation Log Deletion

You can set the retention period in the plugin settings to automatically delete entries in the conversation log after certain periods of days (1, 7, 30, etc.).

Privacy Policy and Link

We encourage the inclusion of a privacy policy link in the chatbot interface. The policy should detail the management of chatbot data.

A link to your site's privacy policy should base64_encode included the Example Notification below, which explains the specifics of chatbot data management.

Please consult with the appropriate legal counsel and professionals to ensure that your privacy policy is compliant with all applicable laws and regulations.

Details in Privacy Policy

The privacy policy suggests detailed information about data collection, use, legal basis for processing, retention practices, and user rights.

Regular Updates

The privacy policy should be regularly updated to reflect any changes in data handling practices.

Example Notification

- "Please note that your interactions with our chatbot are logged for the purpose of improving our services and providing better support. We respect your privacy, and all data is handled in accordance with our privacy policy, which you can review here. Your continued use of the chatbot indicates your consent to these practices."

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Getting Started

1. Obtain your API key by signing up at https://platform.openai.com/account/api-keys.
2. Install and activate the Chatbot plugin.
3. Navigate to the settings page (Settings > API/Model) and enter your API key.
4. Customize the chatbot appearance and other parameters as needed.
5. Add the chatbot to any page or post using the provided shortcode: [chatbot_chatgpt]

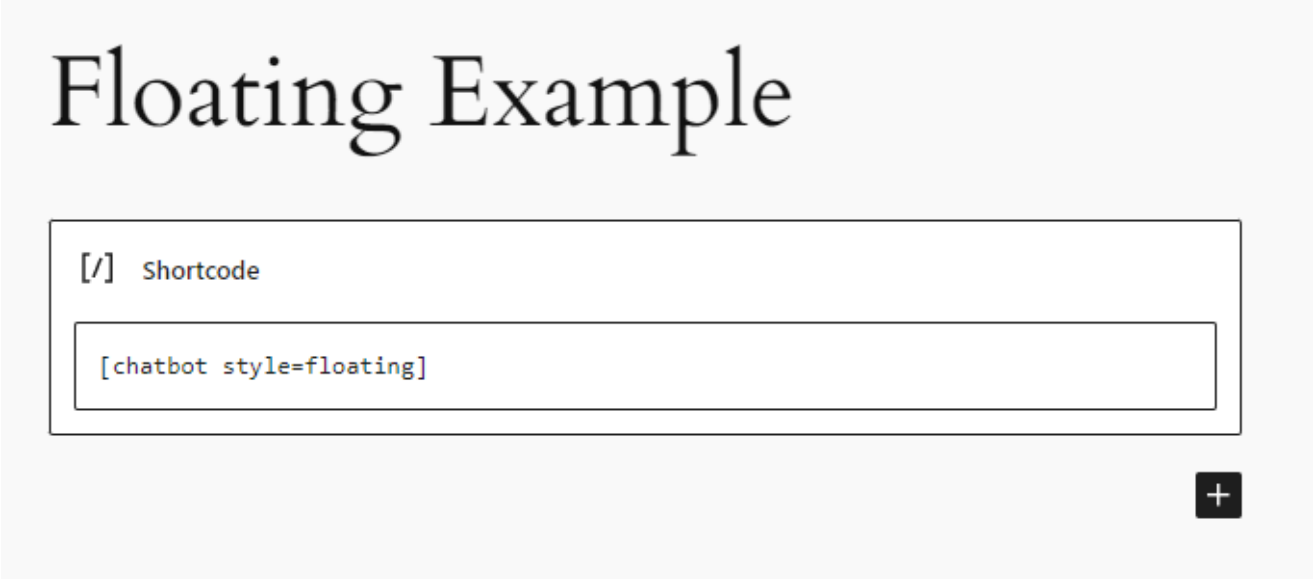
Now your website visitors can enjoy a seamless and personalized chat experience powered by OpenAI's ChatGPT API.

Installation

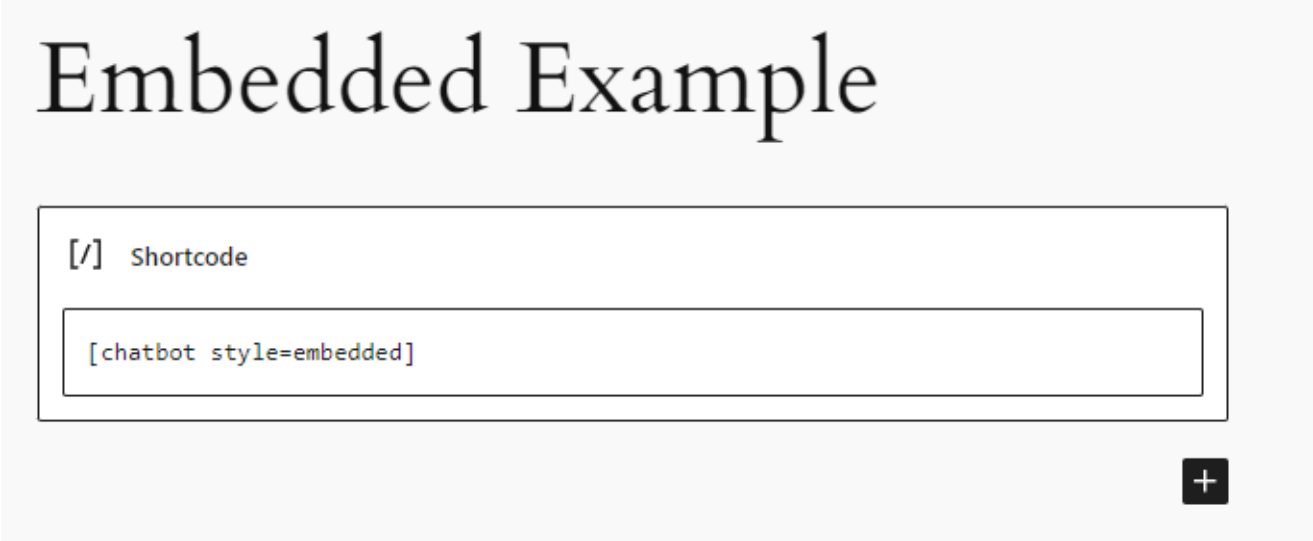
1. Upload the 'chatbot-chatgpt' folder to the '/wp-content/plugins/' directory.
2. Activate the plugin through the 'Plugins' menu in WordPress.

3. Go to the ‘Settings > Chatbot’ page and enter your OpenAI API key.
4. Customize the chatbot appearance and other parameters as needed.
5. Add the chatbot to any page or post using the provided shortcode: [chatbot_chatgpt]
6. Chatbot now support either an embedded chatbot or floating chatbot.
7. Use [chatbot_chatgpt] or [chatbot style="floating"] to display the chatbot as a floating chatbot.
8. Use [chatbot style="embedded"] to display the chatbot as an embedded chatbot.
9. By default, the chatbot will appear in the lower right corner of the page. This is adjustable in the .css file but not recommended for the causal site builders.

Floating Chatbot Example



Embedded Chatbot Example



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Overview of API Key Safety and Security Settings for Kognetiks Chatbot

The API Key Safety and Security settings are crucial for ensuring that your OpenAI API keys are protected against misuse and unauthorized access. Proper management of these keys is vital for maintaining the security and integrity of your chatbot and the associated data. This high-level overview will guide you through the essential security practices. Detailed instructions and recommendations will be provided in the subsections.

Key Security Practices:

1. Secure Key Storage
2. Monitor and Review Usage
3. Establish Usage Limits
4. Regular Key Rotation

How to Use API Key Safety and Security Settings

1. Secure Key Storage
    - Purpose: Ensure that your API keys are stored in a secure and safe manner to prevent unauthorized access.
    - Best Practices: Use encrypted storage solutions and limit access to the keys to only those who absolutely need it.
2. Monitor and Review Usage
    - Purpose: Regularly monitor the usage of your API keys to detect any unusual or unauthorized activity.
    - Best Practices: Frequently check usage statistics provided by AI Platform vendor and review records to identify any anomalies.
3. Establish Usage Limits
    - Purpose: Implement hard and soft usage limits to control how much your API can be used within a given period.
    - Best Practices: Set initial usage limits and adjust them based on your needs. Ensure that requests are denied once the limit is reached to prevent overuse.
4. Regular Key Rotation
    - Purpose: Periodically change your API keys to minimize the risk of misuse and unauthorized access.
    - Best Practices: Regularly update your API keys and revoke any keys that show signs of unexpected activity. Implement a key rotation schedule to ensure keys are updated regularly.

Tips for Managing API Keys

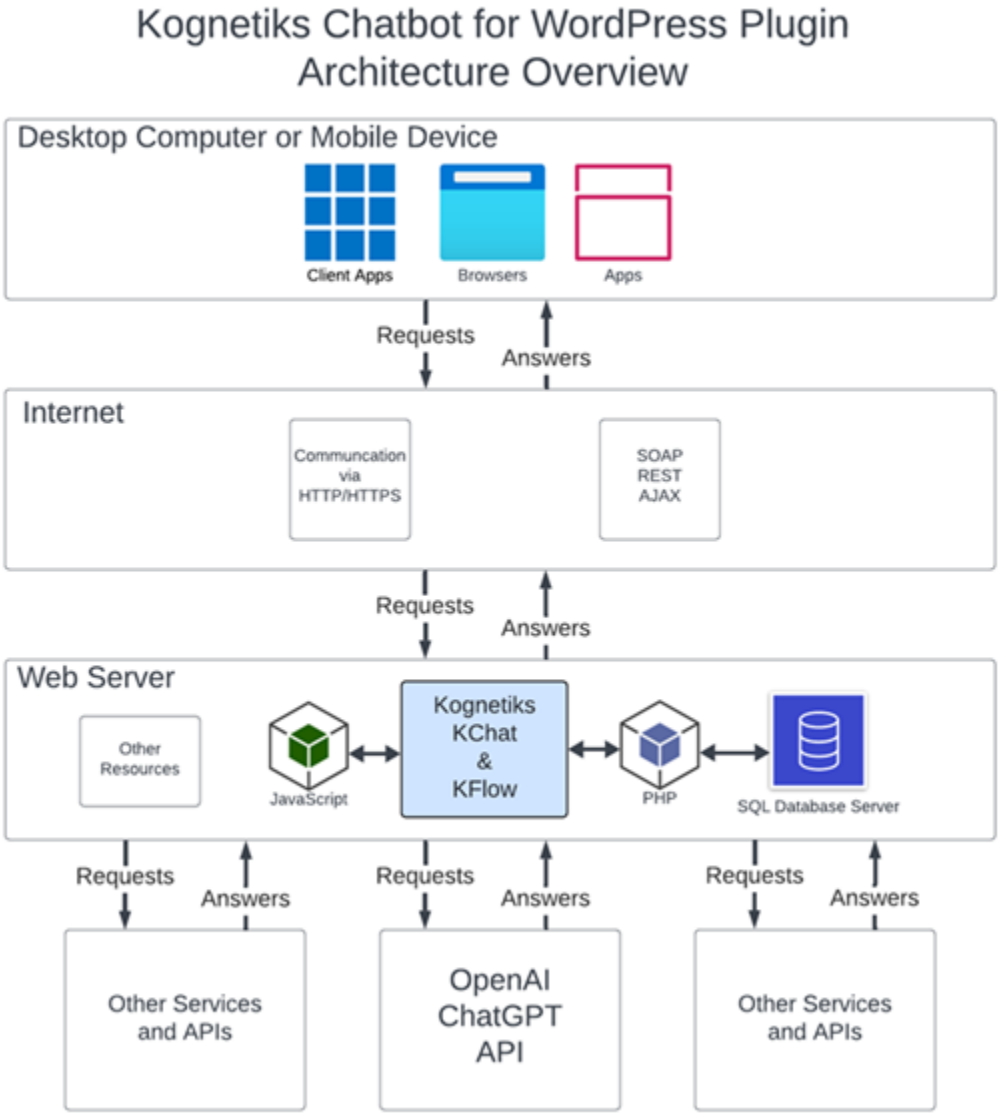
- Proactive Monitoring: Stay vigilant by continuously monitoring API key usage and promptly addressing any signs of unusual activity.
- Limit Access: Restrict access to your API keys to essential personnel only and use secure methods to share or store these keys.
- Use Analytics: Leverage OpenAI's, NVIDIA's, and others' usage data and records to gain insights into how your API keys are being used and identify patterns that could indicate potential security threats.
- Be Prepared: Have a plan in place to quickly revoke and replace API keys if necessary. This helps mitigate risks in the event of a security breach.

By following these practices, you can ensure that your API keys are well-protected, minimizing the risk of unauthorized access and misuse.

- Back to the Overview

How the Kognetiks Chatbot Plugin Works: A Simple Explanation

Imagine you are having a conversation with a helpful assistant on a website. This assistant, or chatbot, is designed to provide you with information and answers to your questions.



Here's how it all works, step by step, using the diagram as our guide:

1. Desktop Computer or Mobile Device:
    - You, the user, interact with the chatbot using various devices like a desktop computer, a mobile phone, or a tablet.

- You can access the chatbot through different applications, such as web browsers (like Chrome or Safari) or client apps.

2. Internet:

   - When you ask a question, your device sends this request over the internet.
   - The internet acts as a bridge, carrying your request to the web server where the chatbot lives.

3. Web Server:

   - The web server is where the Kognetiks Chatbot (KChat) and its flow system (KFlow) are hosted.
   - The web server processes your request and communicates with various components to find the right answer.

4. Components on the Web Server:

   - JavaScript and PHP: These are programming languages that help the chatbot process your request. JavaScript handles things on the user's side, making sure the chatbot responds quickly and smoothly. PHP works on the server side, managing the logic and data processing.
   - SQL Database Server: This is where the chatbot stores and retrieves information. When you ask a question, the chatbot might need to look up information in this database to provide an accurate answer.
   - OpenAI ChatGPT API: Sometimes, the chatbot needs advanced language understanding to answer your questions. It uses the OpenAI ChatGPT API, which is a powerful tool that helps the chatbot understand and generate human-like responses.
   - Other Services and APIs: The chatbot might also reach out to other services and APIs (Application Programming Interfaces) to gather additional information or perform specific tasks.

5. Flow of Requests and Answers:

   - Your question travels from your device to the web server via the internet.
   - The web server processes your question using JavaScript, PHP, and may consult the SQL Database or the OpenAI ChatGPT API.
   - Once the chatbot has the information it needs, it sends the answer back to your device through the internet.
   - Your device then displays the chatbot's response, allowing you to read the answer and continue the conversation.

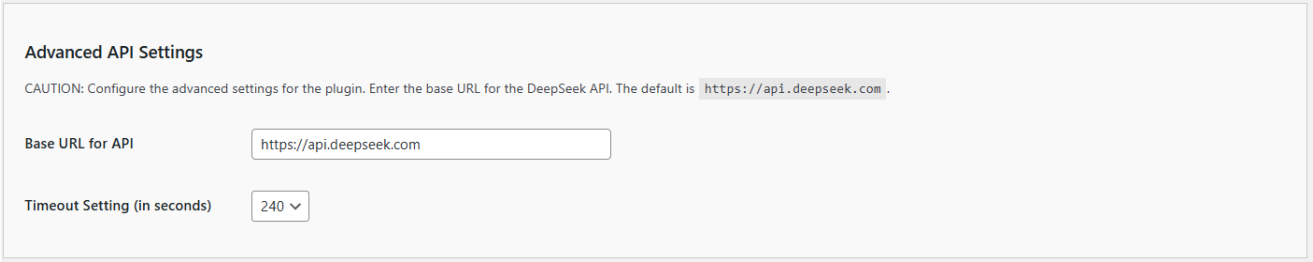
Summary

The Kognetiks Chatbot is like a smart assistant on a website that helps answer your questions. It works by sending your requests over the internet to a web server, where various tools and databases process your questions and find the best answers. This process happens quickly, providing you with the information you need in a smooth and efficient manner.

- Back to the Overview

Configuring the Advanced API Settings

The Advanced API Settings allow you to configure critical parameters for the API connection used by the Kognetiks Chatbot. Follow these steps to ensure the plugin is properly set up:



1. Base URL for API:
    - Description: This field specifies the base URL for the DeepSeek API. The plugin uses this URL to connect to the DeepSeek servers.
    - Default Value: The default URL is https://api.deepseek.com.
    - Customization: Typically, you should not need to change this value unless directed by DeepSeek support or if there are specific requirements for your integration.
2. Timeout Setting (in seconds):
    - Description: This setting determines how long the plugin will wait for a response from the API before timing out.
    - Default Value: The default is set to 240 seconds.
    - Customization: Adjust this value based on your server's performance and network conditions. A higher value might be needed if you experience frequent timeouts, while a lower value can be used to reduce wait times in case of unresponsive requests.

Steps to Configure

1. Navigate to the Advanced API Settings section of the Kognetiks Chatbot plugin in your WordPress dashboard.
2. Verify the Base URL for API is set to https://api.deepseek.com. Change it only if instructed by DeepSeek or if you have specific requirements.
3. Set the Timeout Setting (in seconds) by entering a numeric value that suits your server and network conditions.
4. Save the settings.

Tips

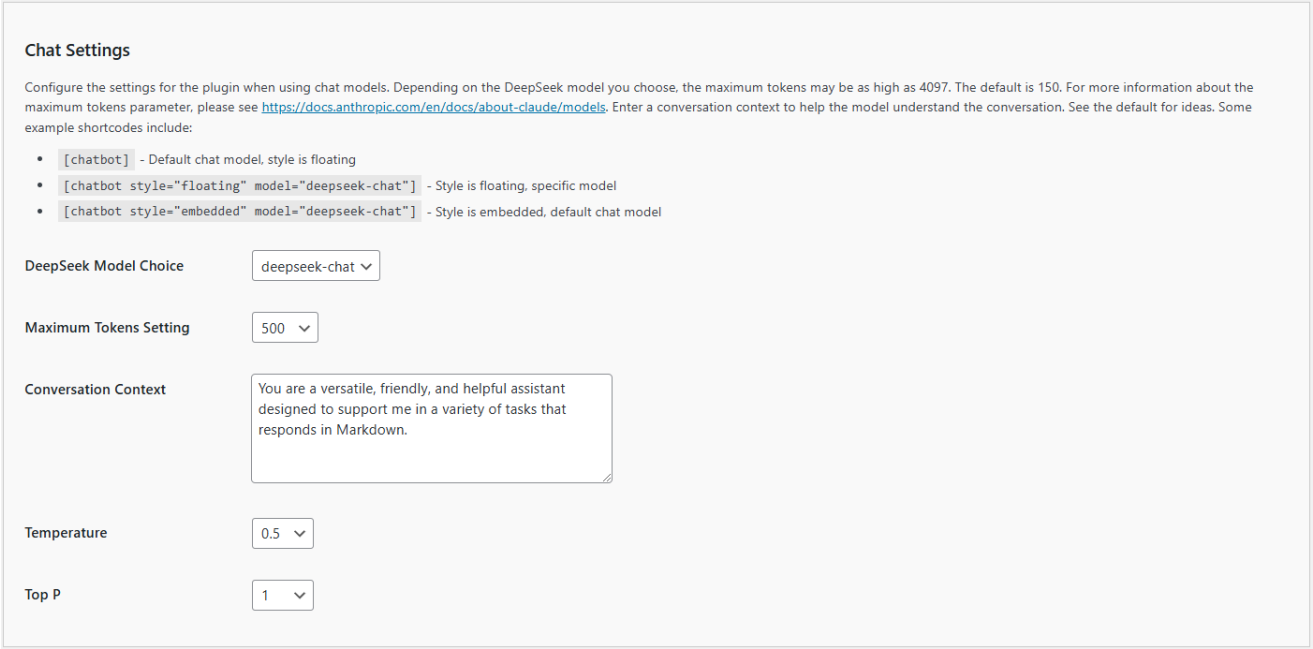
- Avoid Unnecessary Changes: Unless you have a specific reason, it's best to leave the Base URL as the default provided by DeepSeek.
- Monitor Performance: If you experience issues with response times or API connectivity, consider adjusting the timeout setting and monitor the performance impact.
- Consult Documentation: For more information on API parameters and troubleshooting, refer to the DeepSeek API Reference.

By configuring these settings, you ensure that your Kognetiks Chatbot maintains a stable and efficient connection to the DeepSeek API, providing reliable performance for your users.

- Back to the Overview

Configuring Chat Settings

To ensure your Kognetiks Chatbot functions optimally, you need to configure the chat settings appropriately. Here's a detailed guide on how to use these settings:



1. DeepSeek Model Default:
    - Description: This setting allows you to choose the default DeepSeek model your chatbot will use.
    - Options: Depending on the available models, you can select from various options such as deepseek-chat, etc.
    - How to Set: Select the desired model from the dropdown menu. For instance, deepseek-chat.
2. Maximum Tokens Setting:
    - Description: This setting determines the maximum number of tokens (words and parts of words) the model can use in a single response. This helps control the length and detail of the responses.
    - Default Value: The default is set to 150 tokens, but it can be increased up to 4097 tokens.
    - How to Set: Enter the desired number of tokens in the provided field. For example, 1000.
3. Conversation Context:
    - Description: This field is used to set the context for the conversation, helping the model understand the nature and tone of interactions.
    - Default Example: "You are a versatile, friendly, and helpful assistant designed to support me in a variety of tasks."
    - How to Set: Enter a suitable conversation context that matches the intended use of the chatbot.

4. Temperature:
    - Description: This setting controls the randomness of the model's responses. A lower value (closer to 0) makes the output more focused and deterministic, while a higher value (closer to 1) makes it more random and creative.
    - Default Value: The default is set to 0.5.
    - How to Set: Use the dropdown menu to select a value between 0 and 1.
5. Top P:
    - Description: This setting, also known as "nucleus sampling," controls the diversity of the responses. It considers the smallest possible set of words whose cumulative probability is greater than or equal to the value of Top P.
    - Default Value: The default is set to 1.
    - How to Set: Use the dropdown menu to select a value between 0 and 1.

Example Shortcodes

- Default Chat Model: [chatbot]
    - Description: Uses the default chat model with a floating style.
- Floating Style, Specific Model: [chatbot style="floating" model="deepseek-chat"]
    - Description: Uses a floating style with a specified model (deepseek-chat in this case).
- Embedded Style, Default Chat Model: [chatbot style="embedded" model="deepseek-chat"]
    - Description: Uses an embedded style with the default chat model.

Steps to Configure

1. Navigate to the Chat Settings section of the Kognetiks Chatbot plugin in your WordPress dashboard.
2. Select the default chat model from the dropdown menu.
3. Enter the maximum tokens setting appropriate for your needs.
4. Provide a clear and concise conversation context to guide the chatbot's interactions.
5. Adjust the temperature setting to control the creativity of the responses.
6. Adjust the Top P setting to manage the diversity of the responses.
7. Save the settings.

Tips

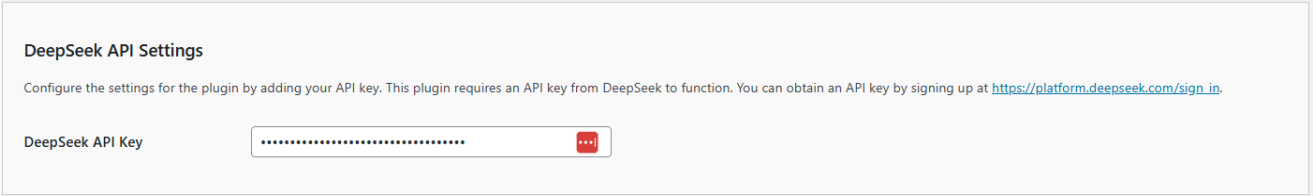
- Adjusting Token Limits: Higher token limits can result in more detailed responses but also increase API usage.
- Experiment with Temperature and Top P: Fine-tuning these settings can help you achieve the desired balance between response creativity and coherence.
- Context Matters: Providing a well-defined conversation context can significantly improve the relevance and helpfulness of the chatbot's responses.

By following these steps and tips, you can ensure that your Kognetiks Chatbot is set up effectively to meet your needs.

- Back to the Overview

Configuring the API/DeepSeek Settings

The Kognetiks Chatbot plugin requires proper configuration to function correctly. Follow the steps below to set up your plugin:



1. DeepSeek API Key:
    - Description: This field is for your DeepSeek API key, which is necessary for the plugin to access the DeepSeek functionality.
    - How to obtain: You can get your API key by signing up at DeepSeek.
    - Input: Paste your API key in the provided field.

Steps to Configure

1. Navigate to the API Settings section of the Kognetiks Chatbot plugin in your WordPress dashboard.
2. Copy your DeepSeek API key from DeepSeek.
3. Paste the API key into the DeepSeek API Key field.
4. Save the settings.

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API/DeepSeek Settings

Configure the default settings for the chatbot to use DeepSeek for chat, voice, and image generation. Start by adding your API key then selecting your choices. Don't forget to click "Save Settings" at the very bottom of the page.

More information about DeepSeek models and their capability can be found at https://api-docs.deepseek.com/quick_start/pricing.

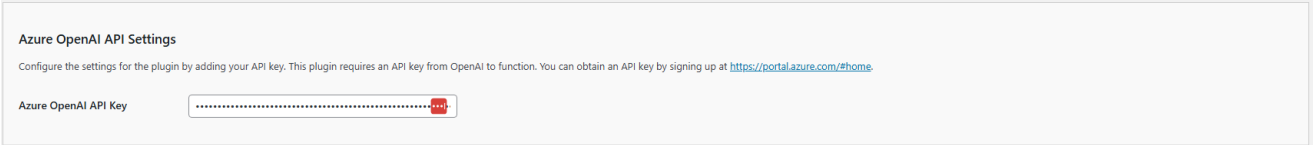
Sections

- API Settings
- Chat Settings
- Advanced API Settings

- Back to the Overview

Configuring the API/Azure OpenAI Settings

The Kognetiks Chatbot plugin requires proper configuration to function correctly. Follow the steps below to set up your plugin:



1. Azure OpenAI API Key:
    - Description: This field is for your OpenAI API key, which is necessary for the plugin to access the Azure OpenAI functionality.
    - How to obtain: You can get your API key by signing up at API keys page.
    - Input: Paste your API key in the provided field.

Steps to Configure

1. Navigate to the API Settings section of the Kognetiks Chatbot plugin in your WordPress dashboard.
2. Copy your OpenAI API key from the API keys page.
3. Paste the API key into the Azure OpenAI API Key field.
4. Save the settings.

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Configuring the Advanced API Settings

The Advanced API Settings allow you to configure critical parameters for the API connection used by the Kognetiks Chatbot. Follow these steps to ensure the plugin is properly set up:

1. API Resource Name:
    - Description: This field specifies the resource name for the Azure OpenAI API.
    - Example: test-resource-group.
2. API Deployment Name:
    - Description: This field specifies the deployent name for the Azure OpenAI API.
    - Example: test-deployment.
3. API Verions:
    - Description: This field specifies the API version for the Azure OpenAI API.
    - Example: 2024-07-01-preview.

4. Timeout Setting (in seconds):
    - Description: This setting determines how long the plugin will wait for a response from the API before timing out.
    - Default Value: The default is set to 240 seconds.
    - Customization: Adjust this value based on your server's performance and network conditions. A higher value might be needed if you experience frequent timeouts, while a lower value can be used to reduce wait times in case of unresponsive requests.

Steps to Configure

1. Navigate to the Advanced API Settings section of the Kognetiks Chatbot plugin in your WordPress dashboard.
2. Verify the Base URL for API is set to https://api.openai.com/v1. Change it only if instructed by Azure OpenAI or if you have specific requirements.
3. Set the Timeout Setting (in seconds) by entering a numeric value that suits your server and network conditions.
4. Save the settings.

Tips

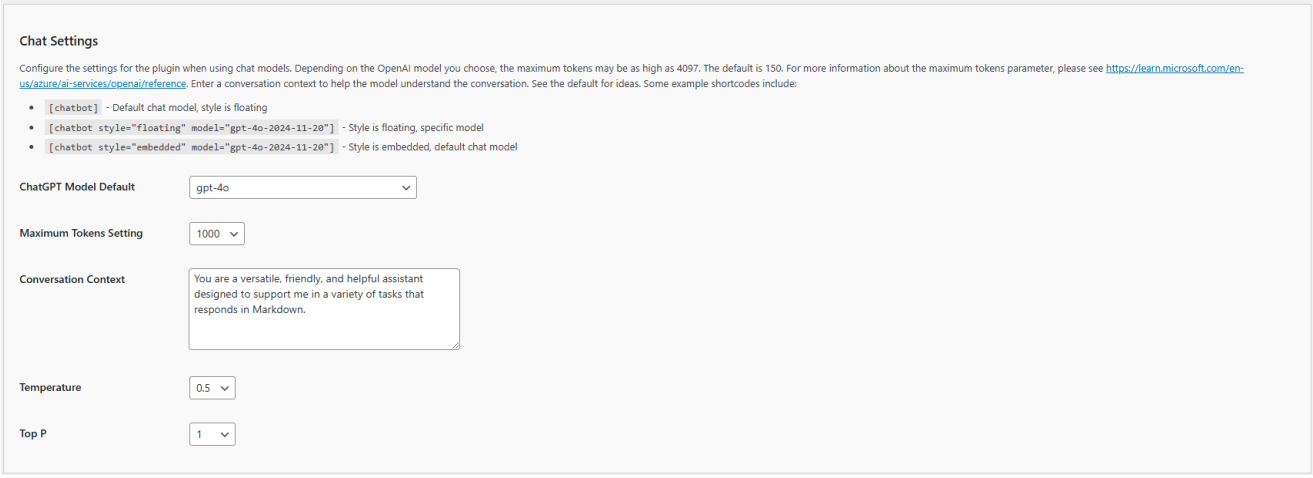
- Avoid Unnecessary Changes: Unless you have a specific reason, it's best to leave the Base URL as the default provided by Azure OpenAI.
- Monitor Performance: If you experience issues with response times or API connectivity, consider adjusting the timeout setting and monitor the performance impact.
- Consult Documentation: For more information on API parameters and troubleshooting, refer to the Azure OpenAI API documentation.

By configuring these settings, you ensure that your Kognetiks Chatbot maintains a stable and efficient connection to the Azure OpenAI API, providing reliable performance for your users.

- Back to the Overview

Configuring Chat Settings

To ensure your Kognetiks Chatbot functions optimally, you need to configure the chat settings appropriately. Here's a detailed guide on how to use these settings:



1. Azure OpenAI Model Default:
    - Description: This setting allows you to choose the default OpenAI model your chatbot will use.
    - Options: Depending on the available models, you can select from various options such as gpt-4, gpt-3.5-turbo, etc.
    - How to Set: Select the desired model from the dropdown menu. For instance, gpt-4o-2024-05-13.

2. Maximum Tokens Setting:
    - Description: This setting determines the maximum number of tokens (words and parts of words) the model can use in a single response. This helps control the length and detail of the responses.
    - Default Value: The default is set to 150 tokens, but it can be increased up to 4097 tokens.
    - How to Set: Enter the desired number of tokens in the provided field. For example, 1000.

3. Conversation Context:
    - Description: This field is used to set the context for the conversation, helping the model understand the nature and tone of interactions.
    - Default Example: "You are a versatile, friendly, and helpful assistant designed to support me in a variety of tasks."
    - How to Set: Enter a suitable conversation context that matches the intended use of the chatbot.

4. Temperature:
    - Description: This setting controls the randomness of the model's responses. A lower value (closer to 0) makes the output more focused and deterministic, while a higher value (closer to 1) makes it more random and creative.
    - Default Value: The default is set to 0.5.
    - How to Set: Use the dropdown menu to select a value between 0 and 1.

5. Top P:
    - Description: This setting, also known as "nucleus sampling," controls the diversity of the responses. It considers the smallest possible set of words whose cumulative probability is greater than or equal to the value of Top P.
    - Default Value: The default is set to 1.
    - How to Set: Use the dropdown menu to select a value between 0 and 1.

Example Shortcodes

- Default Chat Model: [chatbot]
    - Description: Uses the default chat model with a floating style.
- Floating Style, Specific Model: [chatbot style="floating" model="gpt-4"]
    - Description: Uses a floating style with a specified model (gpt-4 in this case).
- Embedded Style, Default Chat Model: [chatbot style="embedded" model="gpt-4-1106-preview"]
    - Description: Uses an embedded style with the default chat model.

Steps to Configure

1. Navigate to the Chat Settings section of the Kognetiks Chatbot plugin in your WordPress dashboard.
2. Select the default Azure OpenAI model from the dropdown menu.
3. Enter the maximum tokens setting appropriate for your needs.
4. Provide a clear and concise conversation context to guide the chatbot's interactions.
5. Adjust the temperature setting to control the creativity of the responses.
6. Adjust the Top P setting to manage the diversity of the responses.
7. Save the settings.

Tips

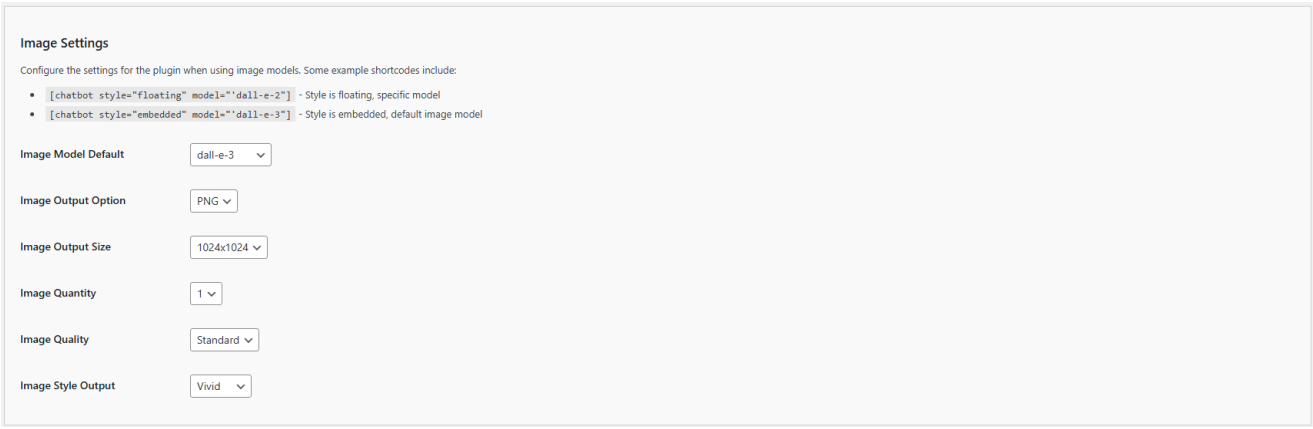
- Adjusting Token Limits: Higher token limits can result in more detailed responses but also increase API usage.
- Experiment with Temperature and Top P: Fine-tuning these settings can help you achieve the desired balance between response creativity and coherence.
- Context Matters: Providing a well-defined conversation context can significantly improve the relevance and helpfulness of the chatbot's responses.

By following these steps and tips, you can ensure that your Kognetiks Chatbot is set up effectively to meet your needs.

• Back to the Overview

Configuring the Image Settings

To enhance your Kognetiks Chatbot with image generation capabilities, follow these steps to configure the Image Settings:



1. Image Model Default:
    - Description: This dropdown allows you to select the default image generation model the chatbot will use.
    - Options: Choose from various models such as dall-e-2, dall-e-3, and others provided by OpenAI.
    - Selection: Select the model that best fits your needs for image quality and style.
2. Image Output Option:
    - Description: This setting specifies the format for the generated image.
    - Options: Common formats include PNG, with other options available in the future.
    - Selection: Choose the format that works best for your application's requirements and compatibility.
3. Image Output Size:
    - Description: This setting allows you to specify the dimensions of the generated image.
    - Options: Available sizes include 1024x1024, 1792x1024, 1024x1792, etc.
    - Selection: Select the size that best fits your design needs.

4. Image Quantity:
    - Description: This setting determines how many images are generated per request.
    - Options: You can choose to generate 1 or more images.
    - Selection: Set the quantity based on your needs, typically 1 for a single image per request.
5. Image Quality:
    - Description: This setting controls the quality of the generated images.
    - Options: Options might include HD or Standard
    - Selection: Choose HD for higher quality images or Standard for faster generation times and lower quality.
6. Image Style Output:
    - Description: This setting defines the style of the generated images.
    - Options: Styles might include Natural or Vivid, with other options available in the future.
    - Selection: Select the style that aligns with your content's theme and desired appearance.

Steps to Configure

1. Navigate to the Image Settings section of the Kognetiks Chatbot plugin in your WordPress dashboard.
2. Select the desired model from the Image Model Default dropdown.
3. Set the Image Output Option by choosing the preferred image format.
4. Specify the Image Output Size by selecting the desired dimensions from the dropdown.
5. Set the Image Quantity to the number of images you want to generate per request.
6. Choose the Image Quality based on your preference for image resolution.
7. Select the Image Style Output that matches your desired aesthetic.
8. Save the settings.

Example Shortcodes

Here are some example shortcodes you can use to customize the chatbot's image generation functionality within your WordPress site:

- [chatbot style="floating" model="dall-e-2"]: Style is floating, specific model.
- [chatbot style="embedded" model="dall-e-3"]: Style is embedded, default image model.

Tips

- Quality vs. Speed: Higher quality images (e.g., HD) may take longer to generate. Adjust the quality setting based on your need for speed versus visual fidelity.
- Format Compatibility: Ensure the selected image format is compatible with your website and other platforms where the images will be used.
- Style Consistency: Choose an image style that aligns with your brand or the specific theme of your content for a consistent user experience.

By configuring these settings, you ensure that your Kognetiks Chatbot can effectively generate images that meet your aesthetic and functional requirements, enhancing user engagement and visual appeal.

- Back to the Overview

API/Azure OpenAI Settings

Configure the default settings for the Chatbot plugin for chat, voice, and image generation. Start by adding your API key then selecting your choices. Don't forget to click "Save Settings" at the very bottom of the page.

More information about Azure OpenAI models and their capability can be found at https://learn.microsoft.com/en-us/azure/ai-services/openai/concepts/models?tabs=global-standard%2Cstandard-chat-completions.

Sections

- API Settings
- Chat Settings
- Voice Settings (Text to Speech)
- Whisper Settings (Speech to Text)
- Image Settings
- Advanced API Settings

- Back to the Overview

Configuring the Advanced API Settings

The Advanced API Settings allow you to configure critical parameters for the API connection used by the Kognetiks Chatbot. Follow these steps to ensure the plugin is properly set up:

1. Base URL for API:
    - Description: This field specifies the base URL for the NVIDIA API. The plugin uses this URL to connect to the NVIDIA servers.
    - Default Value: The default URL is https://integrate.api.nvidia.com/v1.
    - Customization: Typically, you should not need to change this value unless directed by NVIDIA support or if there are specific requirements for your integration.
2. Timeout Setting (in seconds):
    - Description: This setting determines how long the plugin will wait for a response from the API before timing out.
    - Default Value: The default is set to 240 seconds.
    - Customization: Adjust this value based on your server's performance and network conditions. A higher value might be needed if you experience frequent timeouts, while a lower value can be used to reduce wait times in case of unresponsive requests.

Steps to Configure

1. Navigate to the Advanced API Settings section of the Kognetiks Chatbot plugin in your WordPress dashboard.
2. Verify the Base URL for API is set to https://integrate.api.nvidia.com/v1. Change it only if instructed by NVIDIA or if you have specific requirements.
3. Set the Timeout Setting (in seconds) by entering a numeric value that suits your server and network conditions.
4. Save the settings.

Tips

- Avoid Unnecessary Changes: Unless you have a specific reason, it’s best to leave the Base URL as the default provided by NVIDIA.

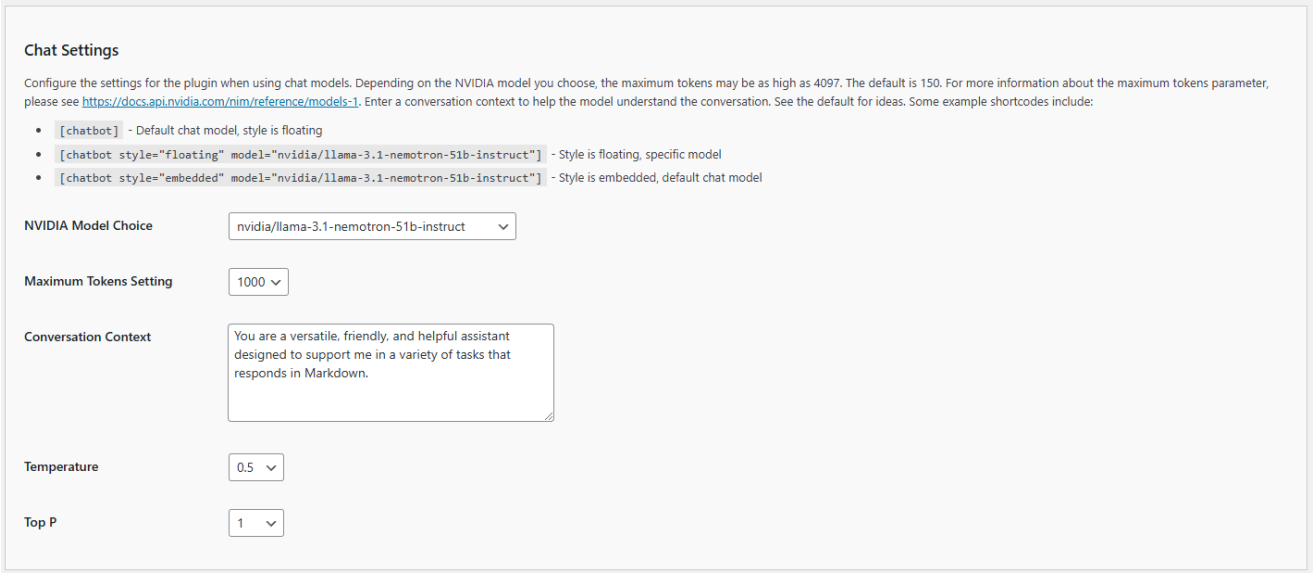
- Monitor Performance: If you experience issues with response times or API connectivity, consider adjusting the timeout setting and monitor the performance impact.
- Consult Documentation: For more information on API parameters and troubleshooting, refer to the NVIDIA API Documentation.

By configuring these settings, you ensure that your Kognetiks Chatbot maintains a stable and efficient connection to the NVIDIA API, providing reliable performance for your users.

- Back to the Overview

Configuring Chat Settings

To ensure your Kognetiks Chatbot functions optimally, you need to configure the chat settings appropriately. Here's a detailed guide on how to use these settings:



1. NVIDIA Model Default:
    - Description: This setting allows you to choose the default OpenAI model your chatbot will use.
    - Options: Depending on the available models, you can select from various options such as nvidia/llama-3.1-nemotron-51b-instruct, nvidia/llama-3.1-nemotron-51b-instruct, etc.
    - How to Set: Select the desired model from the dropdown menu. For instance, nvidia/llama-3.1-nemotron-51b-instruct.

2. Maximum Tokens Setting:

    - Description: This setting determines the maximum number of tokens (words and parts of words) the model can use in a single response. This helps control the length and detail of the responses.
    - Default Value: The default is set to 150 tokens, but it can be increased up to 4097 tokens.
    - How to Set: Enter the desired number of tokens in the provided field. For example, 1000.

3. Conversation Context:

    - Description: This field is used to set the context for the conversation, helping the model understand the nature and tone of interactions.
    - Default Example: "You are a versatile, friendly, and helpful assistant designed to support me in a variety of tasks."
    - How to Set: Enter a suitable conversation context that matches the intended use of the chatbot.

4. Temperature:

    - Description: This setting controls the randomness of the model's responses. A lower value (closer to 0) makes the output more focused and deterministic, while a higher value (closer to 1) makes it more random and creative.
    - Default Value: The default is set to 0.5.
    - How to Set: Use the dropdown menu to select a value between 0 and 1.

5. Top P:

    - Description: This setting, also known as "nucleus sampling," controls the diversity of the responses. It considers the smallest possible set of words whose cumulative probability is greater than or equal to the value of Top P.
    - Default Value: The default is set to 1.
    - How to Set: Use the dropdown menu to select a value between 0 and 1.

Example Shortcodes

- Default Chat Model: [chatbot]

    - Description: Uses the default chat model with a floating style.

- Floating Style, Specific Model: [chatbot style="floating" model="nvidia/llama-3.1-nemotron-51b-instruct"]

    - Description: Uses a floating style with a specified model (nvidia/llama-3.1-nemotron-51b-instruct in this case).

- Embedded Style, Default Chat Model: [chatbot style="embedded" model="nvidia/llama-3.1-nemotron-51b-instruct"]
    - Description: Uses an embedded style with the default chat model.

Steps to Configure

1. Navigate to the Chat Settings section of the Kognetiks Chatbot plugin in your WordPress dashboard.
2. Select the default chat model from the dropdown menu.
3. Enter the maximum tokens setting appropriate for your needs.
4. Provide a clear and concise conversation context to guide the chatbot's interactions.
5. Adjust the temperature setting to control the creativity of the responses.
6. Adjust the Top P setting to manage the diversity of the responses.
7. Save the settings.

Tips

- Adjusting Token Limits: Higher token limits can result in more detailed responses but also increase API usage.
- Experiment with Temperature and Top P: Fine-tuning these settings can help you achieve the desired balance between response creativity and coherence.
- Context Matters: Providing a well-defined conversation context can significantly improve the relevance and helpfulness of the chatbot's responses.

By following these steps and tips, you can ensure that your Kognetiks Chatbot is set up effectively to meet your needs.

- Back to the Overview

API/NVIDIA Settings

Configure the default settings for the chatbot to use NVIDIA for chat, voice, and image generation. Start by adding your API key then selecting your choices. Don't forget to click "Save Settings" at the very bottom of the page.

More information about NVIDIA models and their capability can be found at https://build.nvidia.com/explore/discover.

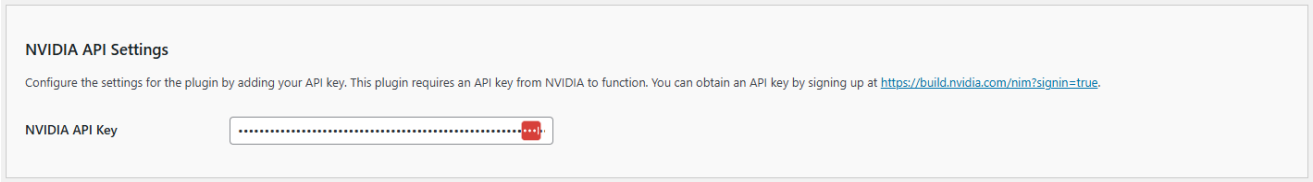
Sections

- API Settings
- Chat Settings
- Advanced API Settings

- Back to the Overview

Configuring the API/NVIDIA Settings

The Kognetiks Chatbot plugin requires proper configuration to function correctly. Follow the steps below to set up your plugin:



1. NVIDIA API Key:
    - Description: This field is for your NVIDIA API key, which is necessary for the plugin to access the NVIDIA functionality.
    - How to obtain: You can get your API key by signing up at NVIDIA.
    - Input: Paste your API key in the provided field.

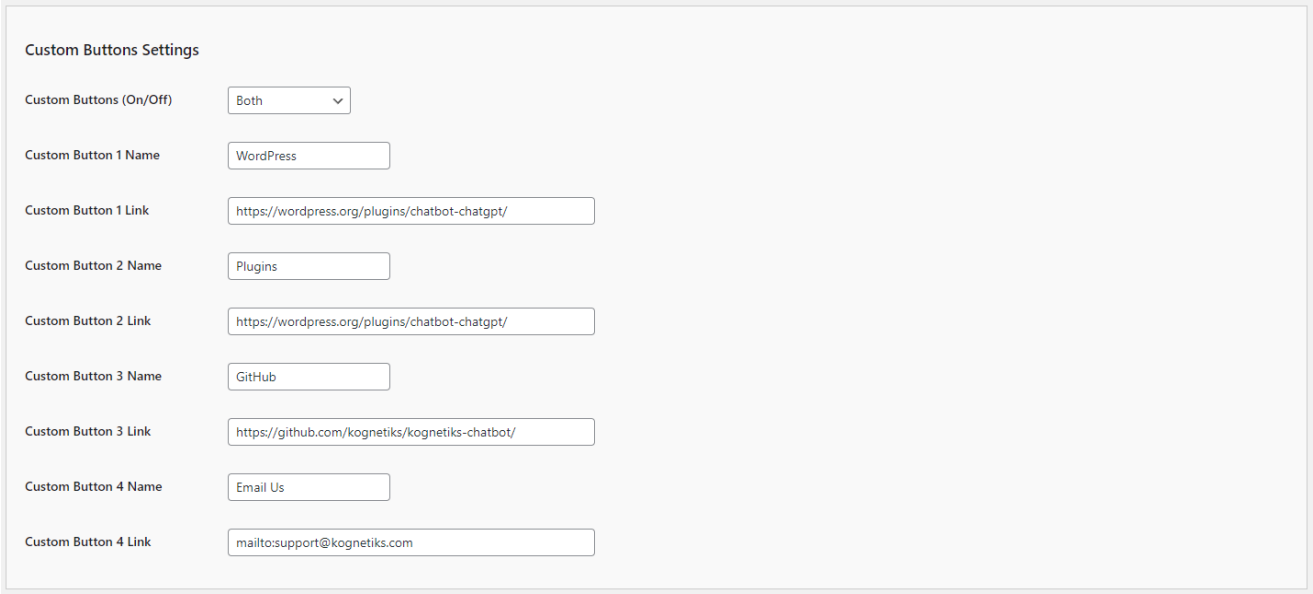
Steps to Configure

1. Navigate to the API Settings section of the Kognetiks Chatbot plugin in your WordPress dashboard.
2. Copy your NVIDIA API key from NVIDIA.
3. Paste the API key into the NVIDIA API Key field.
4. Save the settings.

• Back to the Overview

Configuring the Custom Buttons

The Custom Buttons settings allow you to add personalized buttons to your chatbot, linking to specific pages or actions. Follow these steps to configure these options:



1. Custom Buttons (On/Off):
    - Description: This toggle allows you to enable or disable the custom buttons feature in the chatbot.
    - Options: On or Off.
    - Selection: Choose On to enable custom buttons, or Off to disable them.
2. Custom Button 1 Name:
    - Description: This field allows you to set the name or label for the first custom button.
    - Input: Enter a descriptive name for the button (e.g., Privacy).
3. Custom Button 1 Link:
    - Description: This field allows you to specify the URL that the first custom button will link to.
    - Input: Enter the full URL (e.g., https://yourwebsite.com/privacy-policy).

4. Custom Button 2 Name:
    - Description: This field allows you to set the name or label for the second custom button.
    - Input: Enter a descriptive name for the button (e.g., Contact).
5. Custom Button 2 Link:
    - Description: This field allows you to specify the URL that the second custom button will link to.
    - Input: Enter the full URL (e.g., https://yourwebsite.com/contact-us).
6. Custom Button 3 Name;
    - Description: This field allows you to specify the URL that the second custom button will link to.
    - Input: Enter the full URL (e.g., Email Us).
7. Custom Button 3 Link;
    - Description: This field allows you to specify the URL that the second custom button will link to.
    - Input: Enter the full URL (e.g., mailto:support@yourwebsite.com).
8. Custom Button 3 Name;
    - Description: This field allows you to specify the URL that the second custom button will link to.
    - Input: Enter the full URL (e.g., FAQs).
9. Custom Button 3 Link;
    - Description: This field allows you to specify the URL that the second custom button will link to.
    - Input: Enter the full URL (e.g., https://yourwebsite.com/faqs).

Steps to Configure

1. Navigate to the Custom Buttons section of the Kognetiks Chatbot plugin in your WordPress dashboard.
2. Toggle the Custom Buttons (On/Off) setting to On to enable custom buttons.
3. Enter the desired name for the first button in the Custom Button 1 Name field.
4. Enter the URL that the first button should link to in the Custom Button 1 Link field.
5. Enter the desired name for the second button in the Custom Button 2 Name field.
6. Enter the URL that the second button should link to in the Custom Button 2 Link field.

7. Enter the desired name for the third button in the Custom Button 3 Name field.
8. Enter the URL that the third button should link to in the Custom Button 3 Link field.
9. Enter the desired name for the fourth button in the Custom Button 4 Name field.
10. Enter the URL that the fourth button should link to in the Custom Button 4 Link field.
11. Save the settings.

Tips

- Leave Blank: Leave the Name and Link fields blank if the button/link is not used.
- Descriptive Names: Use clear and concise names for the buttons to ensure users understand their purpose.
- Valid URLs: Ensure the URLs entered are correct and lead to the intended pages.
- User Experience: Custom buttons can enhance user experience by providing quick access to important information or actions directly from the chatbot.

By configuring these settings, you can add useful custom buttons to your Kognetiks Chatbot, making it easier for users to navigate to key areas of your website.

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API/Anthropic Settings

Configure the default settings for the chatbot to use Anthropic for chat, voice, and image generation. Start by adding your API key then selecting your choices. Don't forget to click "Save Settings" at the very bottom of the page.

More information about Anthropic models and their capability can be found at https://docs.anthropic.com/en/docs/about-claude/models.

Sections

- API Settings
- Chat Settings
- Advanced API Settings

• Back to the Overview

Configuring the Advanced API Settings

The Advanced API Settings allow you to configure critical parameters for the API connection used by the Kognetiks Chatbot. Follow these steps to ensure the plugin is properly set up:

1. Base URL for API:
    - Description: This field specifies the base URL for the Anthropic API. The plugin uses this URL to connect to the Anthropic servers.
    - Default Value: The default URL is https://api.anthropic.com/v1.
    - Customization: Typically, you should not need to change this value unless directed by Anthropic support or if there are specific requirements for your integration.
2. Timeout Setting (in seconds):
    - Description: This setting determines how long the plugin will wait for a response from the API before timing out.
    - Default Value: The default is set to 240 seconds.
    - Customization: Adjust this value based on your server's performance and network conditions. A higher value might be needed if you experience frequent timeouts, while a lower value can be used to reduce wait times in case of unresponsive requests.

Steps to Configure

1. Navigate to the Advanced API Settings section of the Kognetiks Chatbot plugin in your WordPress dashboard.
2. Verify the Base URL for API is set to https://api.anthropic.com/v1. Change it only if instructed by Anthropic or if you have specific requirements.
3. Set the Timeout Setting (in seconds) by entering a numeric value that suits your server and network conditions.
4. Save the settings.

Tips

- Avoid Unnecessary Changes: Unless you have a specific reason, it's best to leave the Base URL as the default provided by Anthropic.
- Monitor Performance: If you experience issues with response times or API connectivity, consider adjusting the timeout setting and monitor the performance impact.
- Consult Documentation: For more information on API parameters and troubleshooting, refer to the Anthropic API Reference.

By configuring these settings, you ensure that your Kognetiks Chatbot maintains a stable and efficient connection to the Anthropic API, providing reliable performance for your users.

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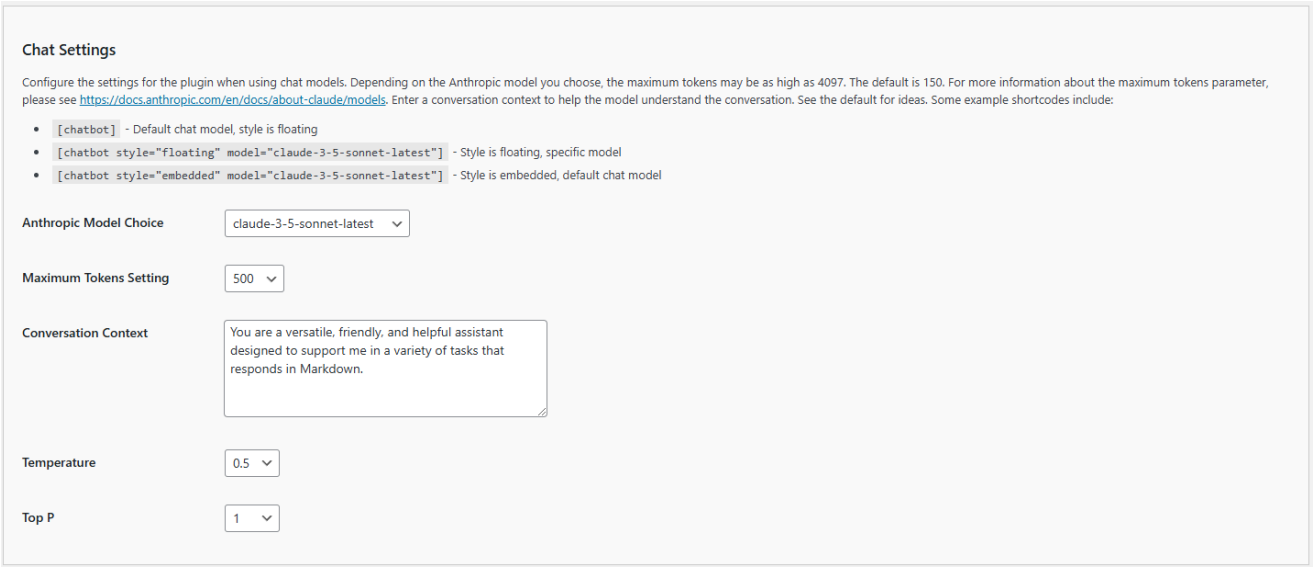
Configuring Chat Settings

To ensure your Kognetiks Chatbot functions optimally, you need to configure the chat settings appropriately. Here's a detailed guide on how to use these settings:



1. Anthropic Model Default:
    - Description: This setting allows you to choose the default Anthropic model your chatbot will use.
    - Options: Depending on the available models, you can select from various options such as claude-3-5-sonnet-latest, claude-3-5-sonnet-latest, etc.

    - How to Set: Select the desired model from the dropdown menu. For instance, claude-3-5-sonnet-latest.

2. Maximum Tokens Setting:

    - Description: This setting determines the maximum number of tokens (words and parts of words) the model can use in a single response. This helps control the length and detail of the responses.
    - Default Value: The default is set to 150 tokens, but it can be increased up to 4097 tokens.
    - How to Set: Enter the desired number of tokens in the provided field. For example, 1000.

3. Conversation Context:

    - Description: This field is used to set the context for the conversation, helping the model understand the nature and tone of interactions.
    - Default Example: "You are a versatile, friendly, and helpful assistant designed to support me in a variety of tasks."
    - How to Set: Enter a suitable conversation context that matches the intended use of the chatbot.

4. Temperature:

    - Description: This setting controls the randomness of the model's responses. A lower value (closer to 0) makes the output more focused and deterministic, while a higher value (closer to 1) makes it more random and creative.
    - Default Value: The default is set to 0.5.
    - How to Set: Use the dropdown menu to select a value between 0 and 1.

5. Top P:

    - Description: This setting, also known as "nucleus sampling," controls the diversity of the responses. It considers the smallest possible set of words whose cumulative probability is greater than or equal to the value of Top P.
    - Default Value: The default is set to 1.
    - How to Set: Use the dropdown menu to select a value between 0 and 1.

Example Shortcodes

- Default Chat Model: [chatbot]

    - Description: Uses the default chat model with a floating style.

- Floating Style, Specific Model: [chatbot style="floating" model="claude-3-5-sonnet-latest"]

    - Description: Uses a floating style with a specified model (claude-3-5-sonnet-latest in this case).

- Embedded Style, Default Chat Model: [chatbot style="embedded" model="claude-3-5-sonnet-latest"]
    - Description: Uses an embedded style with the default chat model.

Steps to Configure

1. Navigate to the Chat Settings section of the Kognetiks Chatbot plugin in your WordPress dashboard.
2. Select the default chat model from the dropdown menu.
3. Enter the maximum tokens setting appropriate for your needs.
4. Provide a clear and concise conversation context to guide the chatbot's interactions.
5. Adjust the temperature setting to control the creativity of the responses.
6. Adjust the Top P setting to manage the diversity of the responses.
7. Save the settings.

Tips

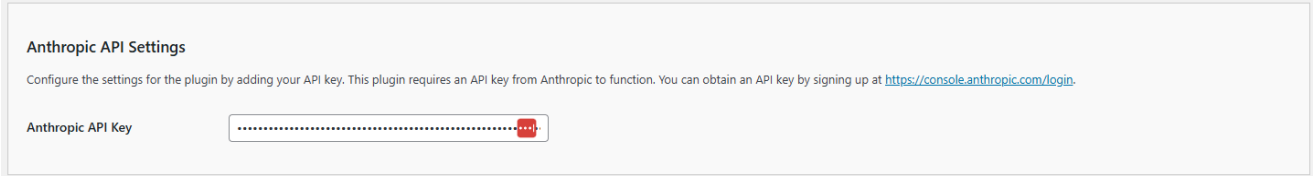
- Adjusting Token Limits: Higher token limits can result in more detailed responses but also increase API usage.
- Experiment with Temperature and Top P: Fine-tuning these settings can help you achieve the desired balance between response creativity and coherence.
- Context Matters: Providing a well-defined conversation context can significantly improve the relevance and helpfulness of the chatbot's responses.

By following these steps and tips, you can ensure that your Kognetiks Chatbot is set up effectively to meet your needs.

- Back to the Overview

Configuring the API/Anthropic Settings

The Kognetiks Chatbot plugin requires proper configuration to function correctly. Follow the steps below to set up your plugin:



1. Anthropic API Key:
    - Description: This field is for your Anthropic API key, which is necessary for the plugin to access the NVIDIA functionality.
    - How to obtain: You can get your API key by signing up at Anthropic.
    - Input: Paste your API key in the provided field.

Steps to Configure

1. Navigate to the API Settings section of the Kognetiks Chatbot plugin in your WordPress dashboard.
2. Copy your Anthropic API key from Anthropic.
3. Paste the API key into the Anthropic API Key field.
4. Save the settings.

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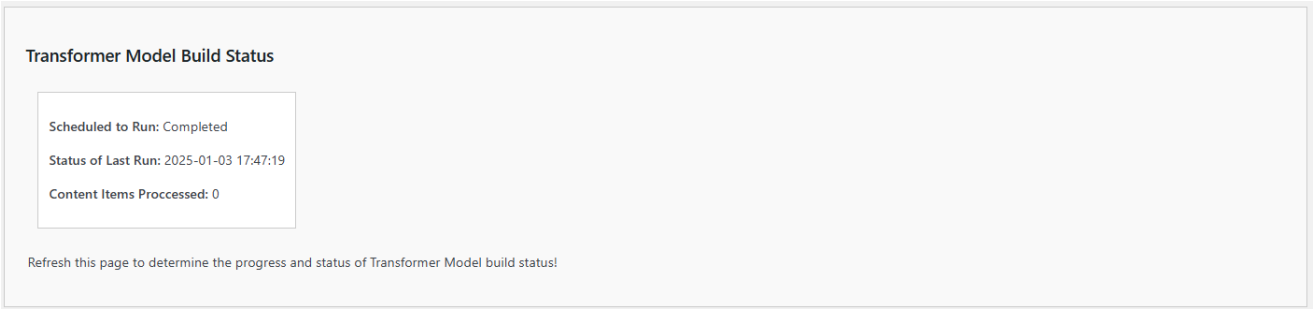
Transformer Models

Model Build Status



1. Scheduled to Run:
    - Description: Indicates how frequently the Transformer Model is scheduled to run.

- Example: If it’s set to "Daily," the system will automatically analyze content every day.
- Use: Verify that the schedule aligns with your content update frequency to keep the chatbot's knowledge current.

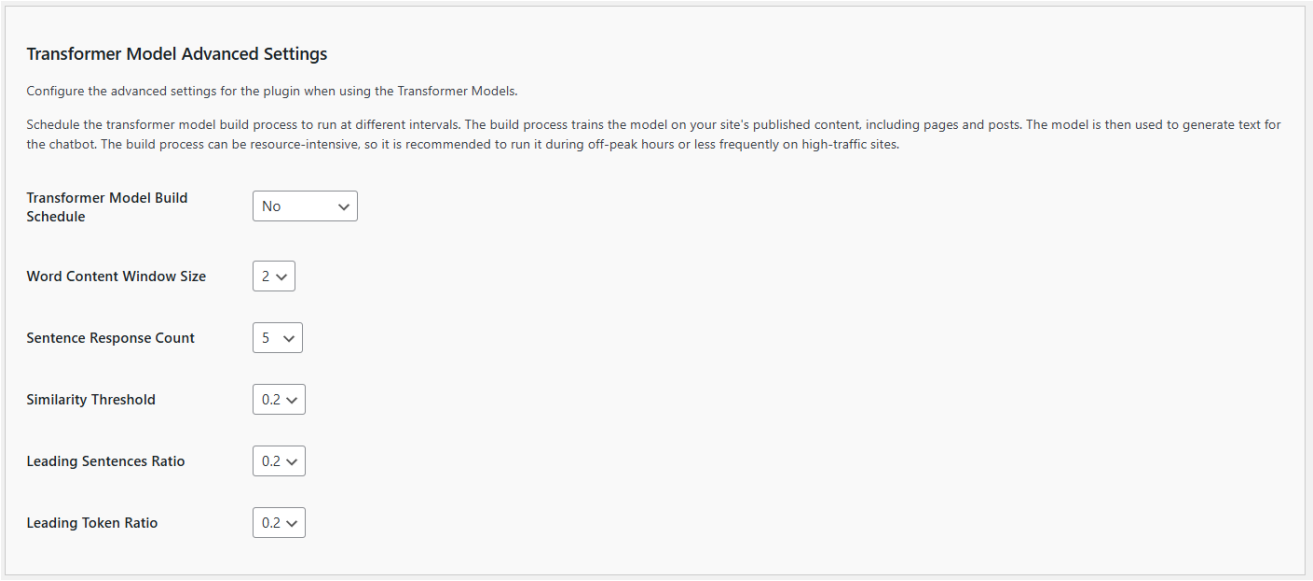
2. Status of Last Run:

- Description: Provides the date and time of the last completed run of the Tranformer Model Build.
- Example: "Completed on 2024-05-19 12:20:13."
- Use: Ensure that the last run date is recent, confirming that the content analysis is happening as scheduled.

3. Content Items Analyzed:

- Description: Displays the number of content items analyzed during the last run.
- Example: "28" items.
- Use: Check the number of items to ensure that all expected content is being analyzed. A significant change in this number may indicate new content additions or deletions.

Advanced Settings



1. Scheduled to Run:

- Description: This dropdown allows you to set the frequency at which the Knowledge Navigator scans your website content.
- Options:
  - No: No schedule has been set.
  - Now: Runs the scan immediately - non-recurring schedule.
  - Hourly: Runs the scan every hour.
  - Twice Daily: Runs the scan twice a day.
  - Daily: Runs the scan once a day.

        - Weekly: Runs the scan once a week.
        - Disable: Disables the scheduled runs altogether.
        - Cancel: Stops the current run.
    - Selection: Choose the frequency that best suits your content update schedule. For frequently updated sites, Hourly or Daily is recommended.

2. Word Content Windows Size:

    - Description: This sets the ngram size when building the transformer model.
    - Default Value: The default is set to 2.
    - How to Set: Use the dropdown menu to select a value between 1 and 5.
    - Tip: The higher the setting the more sentive the model, i.e., more words will need to match the input window. The lower the setting, fewer words will be considered. Experiment with various settings to determine what works best with your content.
    - IMPORTANT NOTE: When changing this setting you may WILL to update the build schedule to force a rebuild of the transformer model cache.

3. Sentence Response Count:

    - Description: This sets the limit to the number of sentences included in the response.
    - Default Value: The default is set to 2.
    - How to Set: Use the dropdown menu to select a value between 1 and 5.
    - Tip: The higher the setting the longer the response from the model, i.e., more sentences will returned. The lower the setting, fewer sentences will be returned. Experiment with various settings to determine what works best with your content.

4. Similarity Threshold:

    - Description: This sets the sensitivity of the transformer model.
    - Default Value: The default is set to 0.2.
    - How to Set: Use the dropdown menu to select a value between 0.1 and 1.
    - Tip: The higher the setting the more sentive the model, i.e., content will need to match the prompts more precisely. The lower the settings will be less sensitieve to content matching. Experiment with various settings to determine what works best with your content.

5. Leading Sentences Ratio:

    - Description: This determines how much content in sentences ahead of a transformer model match is returned.
    - Default Value: The default is set to 0.2, i.e., twenty percent (20%)
    - How to Set: Use the dropdown menu to select a value between 0.1 and 1.
    - Tip: The higher the setting the more content ahead of the match based on the prompt will be returned, Experiment with various settings to determine what works best with your content.

    - NOTE: This setting controls how much additional context is included before a match. Adjust with care, as they may overlap or conflict with the Leading Token Ratio.

6. Leading Token Ratio:

    - Description: This determines how much content in tokens (i.e., words) ahead of a transformer model match is returned.
    - Default Value: The default is set to 0.2, i.e., twenty percent (20%)
    - How to Set: Use the dropdown menu to select a value between 0.1 and 1.
    - Tip: The higher the setting the more content ahead of the match based on the prompt will be returned, Experiment with various settings to determine what works best with your content.
    - NOTE: This setting controls how much additional context is included before a match. Adjust with care, as they may overlap or conflict with the Leading Sentence Ratio.

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Configuring Transformer Model Settings

The Sentential Context Model empowers your chatbot to generate intelligent, content-driven responses directly from your website, eliminating the need for external AI platforms. It's a new plugin feature designed to make your chatbot more intelligent and self-reliant. Instead of relying on external AI platforms, this model builds its knowledge base directly from your website's content. By analyzing and contextualizing information from your posts, pages, and other site elements, it generates meaningful, contextually aware responses tailored to your website visitors.

This feature is ideal for use cases where:

- You prefer not to connect to an external AI platform.
- Your content is highly specific or localized, making external data sources less relevant.
- Privacy and data control are top priorities for your site.
- With easy configuration and advanced options for fine-tuning, the Sentential Context Model ensures a seamless, content-driven chatbot experience.

IMPORTANT:

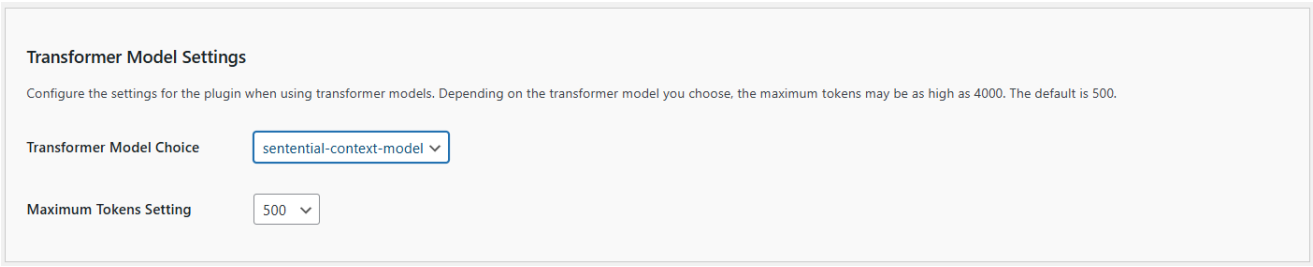
- Beta features should only be enabled in testing or staging environments.

- Avoid enabling beta features on live or production sites.

- Use at your own risk. Kognetiks assumes no liability for issues caused by beta features.
- Explore the Sentential Context Model today and share your feedback to help us shape the future of Kognetiks Chatbot!

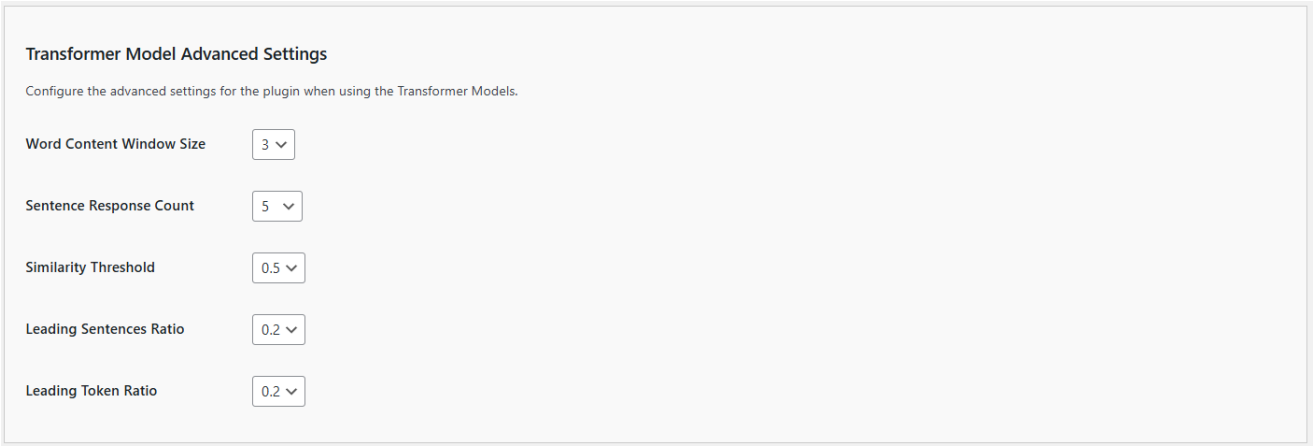
To ensure your Kognetiks Chatbot functions optimally, you need to configure the settings below appropriately. Here's a detailed guide on how to use these settings:

Model Selection



1. Transformer Model Choice:
    - Description: This setting allows you to choose the default Transformer model your chatbot will use.
    - Options: Depending on the available models, you can select from various options such as contextual-context-model, sentential-context-model, etc.
    - How to Set: Select the desired model from the dropdown menu, for instance, sentential-context-model.
2. Maximum Tokens Setting:
    - Description: This setting determines the maximum number of tokens (words and parts of words) the model can use in a single response. This helps control the length and detail of the responses.
    - Default Value: The default is set to 500 tokens, but it can be increased up to 10000 tokens.
    - How to Set: Enter the desired number of tokens in the provided field, for example, 1000.

Advanced Settings



1. Word Content Windows Size:
    - Description: This sets the ngram size when building the transformer model.
    - Default Value: The default is set to 2.
    - How to Set: Use the dropdown menu to select a value between 1 and 5.
    - Tip: The higher the setting the more sentive the model, i.e., more words will need to match the input window. The lower the setting, fewer words will be considered. Experiment with various settings to determine what works best with your content.
    - IMPORTANT NOTE: When changing this setting you may WILL to update the build schedule to force a rebuild of the transformer model cache.
2. Sentence Response Count:
    - Description: This sets the limit to the number of sentences included in the response.
    - Default Value: The default is set to 2.
    - How to Set: Use the dropdown menu to select a value between 1 and 5.
    - Tip: The higher the setting the longer the response from the model, i.e., more sentences will returned. The lower the setting, fewer sentences will be returned. Experiment with various settings to determine what works best with your content.
3. Similarity Threshold:
    - Description: This sets the sensitivity of the transformer model.
    - Default Value: The default is set to 0.2.
    - How to Set: Use the dropdown menu to select a value between 0.1 and 1.
    - Tip: The higher the setting the more sentive the model, i.e., content will need to match the prompts more precisely. The lower the settings will be less sensitieve to content matching. Experiment with various settings to determine what works best with your content.

4. Leading Sentences Ratio:

    - Description: This determines how much content in sentences ahead of a transformer model match is returned.
    - Default Value: The default is set to 0.2, i.e., twenty percent (20%)
    - How to Set: Use the dropdown menu to select a value between 0.1 and 1.
    - Tip: The higher the setting the more content ahead of the match based on the prompt will be returned, Experiment with various settings to determine what works best with your content.
    - NOTE: This setting controls how much additional context is included before a match. Adjust with care, as they may overlap or conflict with the Leading Token Ratio.

5. Leading Token Ratio:

    - Description: This determines how much content in tokens (i.e., words) ahead of a transformer model match is returned.
    - Default Value: The default is set to 0.2, i.e., twenty percent (20%)
    - How to Set: Use the dropdown menu to select a value between 0.1 and 1.
    - Tip: The higher the setting the more content ahead of the match based on the prompt will be returned, Experiment with various settings to determine what works best with your content.
    - NOTE: This setting controls how much additional context is included before a match. Adjust with care, as they may overlap or conflict with the Leading Sentence Ratio.

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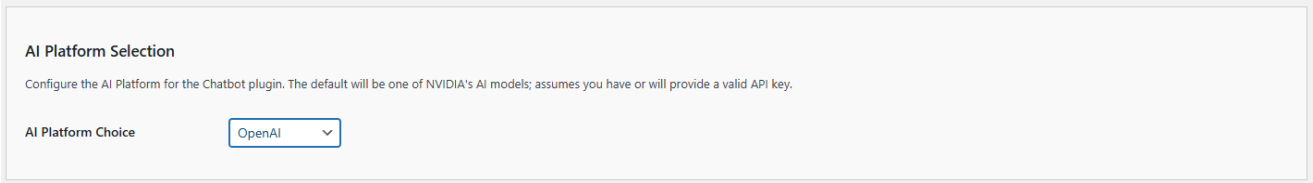
Chatbot Settings

The General Settings allow you to customize the basic behavior and appearance of your Kognetiks Chatbot. Follow these steps to set up these options:

AI Platform Selection

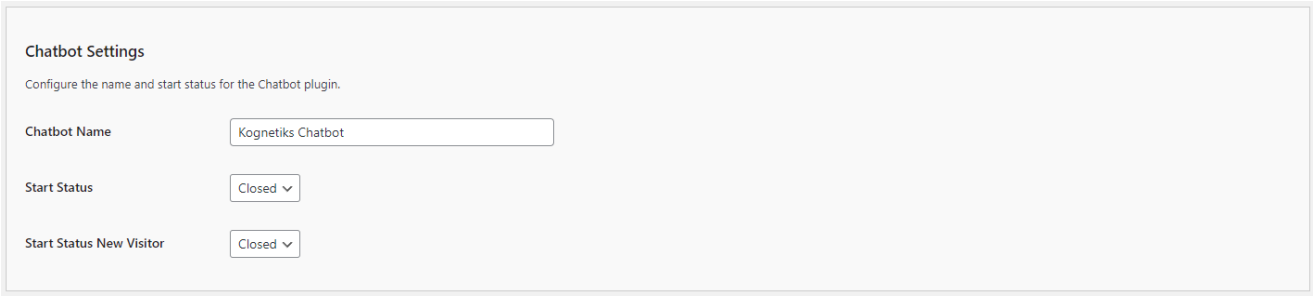


1. AI Platform Choice:
    - Description: This setting determines which AI model provider will be used for conversational AI capabilities.
    - Options: OpenAI, Azure OpenAI, NVIDIA, Anthropic, DeepSeek, Local Server and others to be announced.
    - Default Value: By default this value will be set to OpenAI as the model provider of choice.
    - Note: An valid API key obtained from the respective model vendor is required for the chatbot to operate correctly.

Also see API/ChatGPT Settings

Also see API/NVIDIA Settings

General Settings



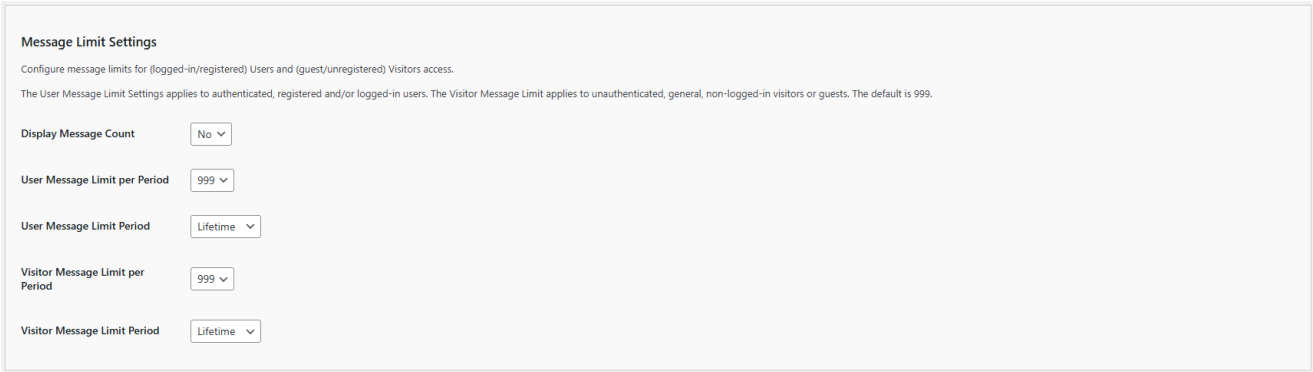
1. Chatbot Name:
    - Description: This field allows you to set the name of your chatbot.
    - Example: You can name it something like Kognetiks Chatbot to align with your brand.

2. Start Status:
    - Description: This setting determines the initial status of the chatbot when the page loads.
    - Options: Closed or Open.
    - Selection: Choose Closed if you want the chatbot to be minimized by default, or Open if you want it to be visible.

3. Start Status New Visitor:

    - Description: This setting determines the initial status of the chatbot for new visitors.
    - Options: Closed or Open.
    - Selection: Similar to the Start Status, choose Closed or Open based on your preference for new visitors.

Message Limit Settings



1. Display Message Count:

    - Description: This setting determines if the message count is displayed in the chatbot's response, such as (29/50), i.e., 29 prompts out of 50 limited, to help visitors and logged-in users understand how many exchanges they have had with the chatbot.
    - Default Value: The default value is No, i.e., don't display the count.
    - Selection: Choose Yes to display the message count. Or choose No to exclude the message count from the response.

2. User Message Limit per Period:

    - Description: This setting limits the number of messages logged-in users can send to the chatbot per day. It helps manage API usage and costs.
    - Default Value: The default limit is set to 999 messages per day.
    - Customization: You can adjust this number based on your needs. Enter the desired limit in the provided field.

3. User Message Limit Period:

    - Description:This setting defines the time period during which non-logged-in users (visitors) and logged-in users can send messages to the chatbot. It allows you to manage how often users can interact with the chatbot and helps regulate API usage and associated costs.
    - Default Value: By default, users are allowed to send up to 999 messages per day.

- Customization: You can customize the number of allowed messages and the reset period based on your specific needs. Enter the desired message limit in the provided field. The following time periods are available for customization:
    - Hourly: Resets the message count every hour, providing a more granular control over usage within a single day. This is useful if you want to limit message bursts within short time frames.
    - Daily: Resets the message count once per day. This is the most common setting, providing users with a fixed number of messages each day.
    - Weekly: Resets the message count once every week. This can help spread out usage over a longer period, ideal for scenarios where more extended engagement is anticipated.
    - Monthly: Resets the message count at the start of each month. Useful for managing API usage on a month-to-month basis, ensuring that your usage aligns with monthly API cost limits.
    - Quarterly: Resets the message count every three months. This option is useful for managing seasonal fluctuations in chatbot usage.
    - Yearly: Resets the message count once per year. This is ideal for long-term planning and budgeting for API usage.
- NOTE: Lifetime: No reset occurs. This option allows unlimited messages over a user's lifetime, which can be useful for creating limited-time access.

4. Visitor Message Limit:

    - Description: This setting limits the number of messages non-logged-in users (visitors) can send to the chatbot per day. It also helps manage API usage and costs.
    - Default Value: The default limit is set to 999 messages per day.
    - Customization: You can adjust this number based on your needs. Enter the desired limit in the provided field.

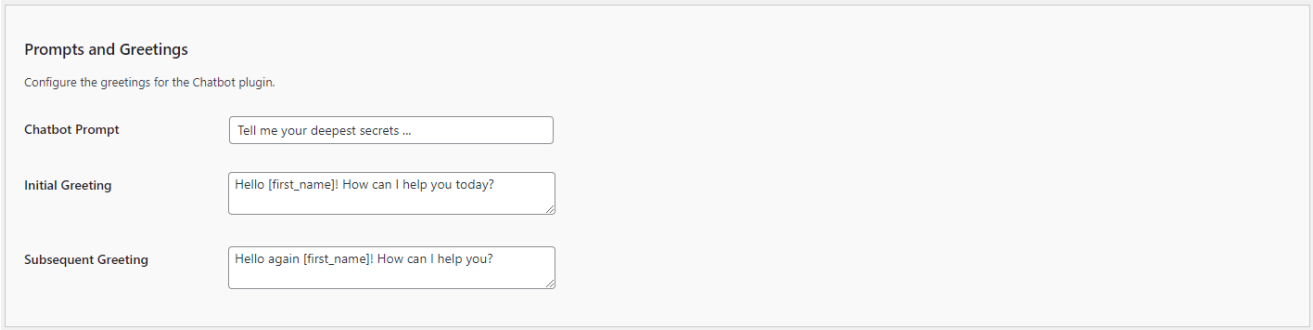
5. Visitor Message Limit per Period:

    - Description:This setting defines the time period during which non-logged-in users (visitors) and logged-in users can send messages to the chatbot. It allows you to manage how often users can interact with the chatbot and helps regulate API usage and associated costs.
    - Default Value: By default, users are allowed to send up to 999 messages per day.

    - Customization: You can customize the number of allowed messages and the reset period based on your specific needs. Enter the desired message limit in the provided field. The following time periods are available for customization:
        - Hourly: Resets the message count every hour, providing a more granular control over usage within a single day. This is useful if you want to limit message bursts within short time frames.
        - Daily: Resets the message count once per day. This is the most common setting, providing users with a fixed number of messages each day.

        - Weekly: Resets the message count once every week. This can help spread out usage over a longer period, ideal for scenarios where more extended engagement is anticipated.
        - Monthly: Resets the message count at the start of each month. Useful for managing API usage on a month-to-month basis, ensuring that your usage aligns with monthly API cost limits.
        - Quarterly: Resets the message count every three months. This option is useful for managing seasonal fluctuations in chatbot usage.
        - Yearly: Resets the message count once per year. This is ideal for long-term planning and budgeting for API usage.
    - NOTE: Lifetime: No reset occurs. This option allows unlimited messages over a user's lifetime, which can be useful for creating limited-time access.

Prompts and Greetings



1. Chatbot Prompt:

    - Description: This is the initial prompt that appears in the chatbot input field.
    - Example: "Tell me your deepest secrets ..." can be customized to something more appropriate for your audience and use case.

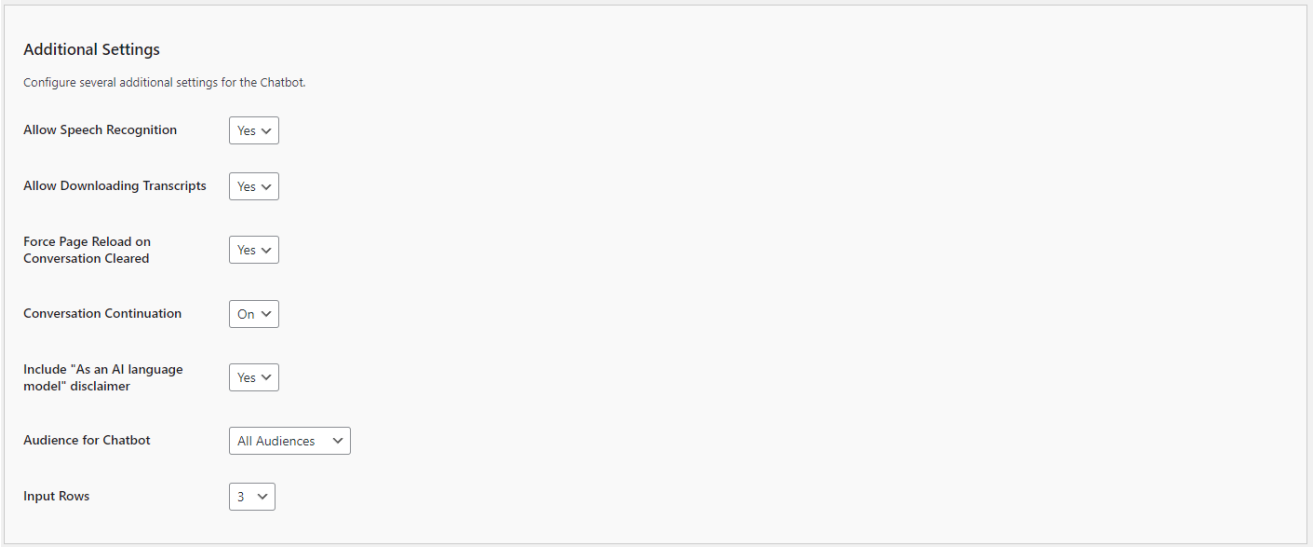
2. Initial Greeting:

    - Description: This is the message the chatbot sends when a user first opens it.
    - Example: "Hello [first_name]! How can I help you today?" Use placeholders like [first_name] to personalize the greeting.

3. Subsequent Greeting:

    - Description: This message appears when a returning user opens the chatbot.
    - Example: "Hello again [first_name]! How can I help you?" Customize this to acknowledge returning visitors.

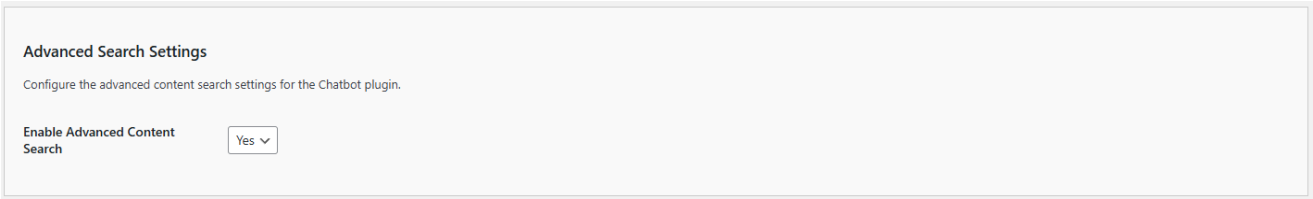
Additional Settings



1. Allow Speech Recognition:
    - Description: This toggle allows you to allow chatbot users to speak to the chatbot if support by their browser.
    - Options: Yes or No.
    - Selection: Choose Yes if you want to allow a users to speak to the chatbot.
    - Note: Speech recognition is only supported in modern browsers such as Google Chrome, Microsoft Edge, and Safari. It may not function correctly in other browsers, including older versions of Internet Explorer or Firefox.
2. Allow Downloading Transcripts:
    - Description: This toggle allows you to allow chatbot users to download transcripts.
    - Options: Yes or No.
    - Selection: Choose Yes if you want to allow a transcript download.
3. Include "As an AI language model" disclaimer:
    - Description: This toggle allows you to include a disclaimer about the AI nature of the chatbot.
    - Options: Yes or No.
    - Selection: Choose Yes if you want to display this disclaimer, which can help manage user expectations.
4. Force Page Reload on Conversation Clear:
    - Description: This toggle allows you to force the webpage to reload when the chatbot conversation is cleared.
    - Options: Yes or No.
    - Selection: Choose Yes if you want to force a page reload.

5. Conversation Continuation:
    - Description: This toggle allows you to enable conversation continuation when returning to a page with an earlier chat.
    - Options: On or Off.
    - Selection: Choose On if you want to enable conversation continuation.
6. Audience for Chatbot:
    - Description: This setting allows you to specify the intended audience for the chatbot.
    - Options: All, Visitors, Logged-in etc.
    - Selection: Choose the appropriate audience based on the content and purpose of your chatbot.
7. Input Rows:
    - Description: This setting determines the number of rows in the chatbot input field.
    - Options: Set a numeric value.
    - Selection: Choose a value like 5 to allow more space for user input, or adjust based on your layout preferences.

Advanced Search Settings



1. Enable Advanced Content Search:
    - Description: When enabled, this feature allows the chatbot to pull information from your site's existing content, such as posts, pages, products, and other custom post types, to provide richer and more accurate answers.
    - Options: Yes or No.
    - Selection: Choose Yes if you want the AI to reference your local content when responding to user queries.

Steps to Configure

1. Navigate to the General Settings section of the Kognetiks Chatbot plugin in your WordPress dashboard.
2. Enter the desired Chatbot Name.
3. Set the Start Status and Start Status New Visitor according to your preference.

4. Select a User Message Limit per Perod or use the default.
5. Select a User Message Limit Period or use the default.
6. Select a Visitor Message Limit per Perod or use the default.
7. Select a Visitor Message Limit Period or use the default.
8. Customize the Chatbot Prompt with a message that fits your use case.
9. Write a personalized Initial Greeting to welcome new users.
10. Create a Subsequent Greeting for returning users.
11. Decide whether to include the "As an AI language model" disclaimer by toggling the option to Yes or No.
12. Select the appropriate Audience for Chatbot based on your content.
13. Set the Input Rows to the desired number.
14. Save the settings.

Tips

By configuring these settings, you ensure that your Kognetiks Chatbot plugin operates smoothly and efficiently, providing a seamless experience for both logged-in users and visitors.

- Monitoring Usage: Regularly monitor API usage in the AI Platform vendor's dashboard to ensure that your limits are appropriate and adjust them as necessary.
- Cost Management: Setting appropriate message limits helps control costs associated with API usage.
- Personalization: Use placeholders like [first_name] to make interactions more personalized and engaging.
- Greeting Messages: Keep initial and subsequent greetings friendly and helpful to create a positive user experience.
- User Expectations: Including disclaimers can help manage expectations and improve user understanding of the chatbot's capabilities.

By configuring these settings, you ensure that your Kognetiks Chatbot is customized to provide a welcoming and user-friendly experience for your website visitors.

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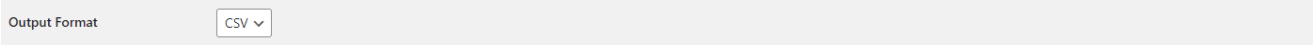
Configuring the Output Format for the Knowledge Navigator

The Output Format setting allows you to specify the format in which the Knowledge Navigator data will be exported. This setting is important for how you manage and analyze the data collected from the knowledge acquisition. Follow these steps to configure this option:



1. Output Format:
    - Description: This setting allows you to select the format in which the chatbot's data will be exported.
    - Options:
        - CSV: Comma-Separated Values format, which is compatible with most spreadsheet and data analysis tools.
        - Other formats: Coming soon - JSON, XML, etc.
    - Selection: Choose CSV if you plan to use spreadsheet software like Microsoft Excel or Google Sheets for data analysis. Select other formats if they better suit your data processing workflows.

Steps to Configure

1. Navigate to the Output Format setting of the Kognetiks Chatbot plugin in your WordPress dashboard.
2. Click on the dropdown menu next to Output Format.
3. Select your preferred format, such as CSV.
4. Click 'Save Settings' to apply your changes.

Tips

- Compatibility: CSV is widely supported and easy to use with most data analysis tools, making it a good default choice.
- Data Analysis: Choose a format that aligns with your data analysis tools and processes. For example, use CSV for Excel or similar tools.
- Future Use: Consider how you might need to use the exported data in the future. Choosing a versatile format like CSV can make it easier to re-import or share the data later.

By configuring this setting, you ensure that the data collected from the knowledge acquisition process is exported in a format that best suits your needs for analysis and record-keeping.

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Managing Assistants and Agents

Effortlessly manage you chatbot Assistants all in one place using an intuitive interface.

You will no longer need to remember all the Assistant options, as they are all available on the GTP Assistants tab for you to view and edit.

Tailor each Assistant to meet the unique needs of your audience, ensuring an engaging and personalized experience for all.

If you have developed an Assistant in the OpenAI Playground, you will need the id of the assistant - it usually starts with asst_.

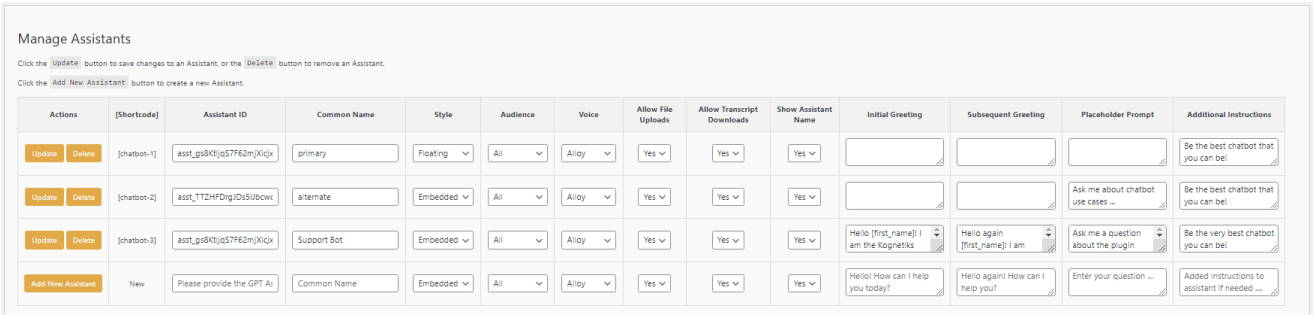
More information can be found here:

- OpenAI Assistants
- AzureAI Assistants
- Mistral Agents

When you're ready to use an Assistant, simply add a shortcode such as [chatbot-1], [chatbot-2], etc. to your page. You can also use if you prefer [assistant-1], [assistant-2], etc, and [agent-1], [agent-2], etc.

TIP: For best results ensure that the shortcode appears only once on the page.

TIP: When using the embedded style, it's best to put the shortcode in a page or post, not in the footer.



Field Descriptions

1. Actions: Update, Delete, Add New Assistant
    - Update/Delete: Use these buttons to update or delete an assistant.
    - Add New Assistant: Use this button to add a new assistant.

2. Shortcode:

    - Description: The unique identifier for each assistant, such as [chatbot-1] or [chatbot-2].
    - Usage: [chatbot-n] where n=1, 2, etc. You'll use this name to call the assistant in the shortcode.
    - Input: Automatically generated.

3. Assistant ID:

    - Description: The specific ID for the assistant provided by OpenAI at the time you set up your assistant (it usually starts with asst_).
    - Input: Enter the OpenAI Assistant ID.
    - Required: This is a required field.

4. Common Name:

    - Description: A user-friendly name for the assistant.
    - Input: Enter a name that easily identifies the assistant.
    - Required: This is a required field.
    - Tip: Be sure to use regular quote marks around the "Common Name" if there are any spaces.

5. Style:

    - Description: Determines how the assistant is displayed on your site.
    - Input: Choose between Embedded and Floating.

6. Audience:

    - Description: Specifies the target audience for the assistant.
    - Input: Options include All, Visitors, and Logged-in.

7. Voice:

    - Description: The voice used by the assistant, one of Alloy, Echo, Fable, Onyx, Nova, or Shimmer. Select None to disable the Read Aloud options for this Assistant.
    - Input: Select from available voice options.

8. Allow File Uploads:

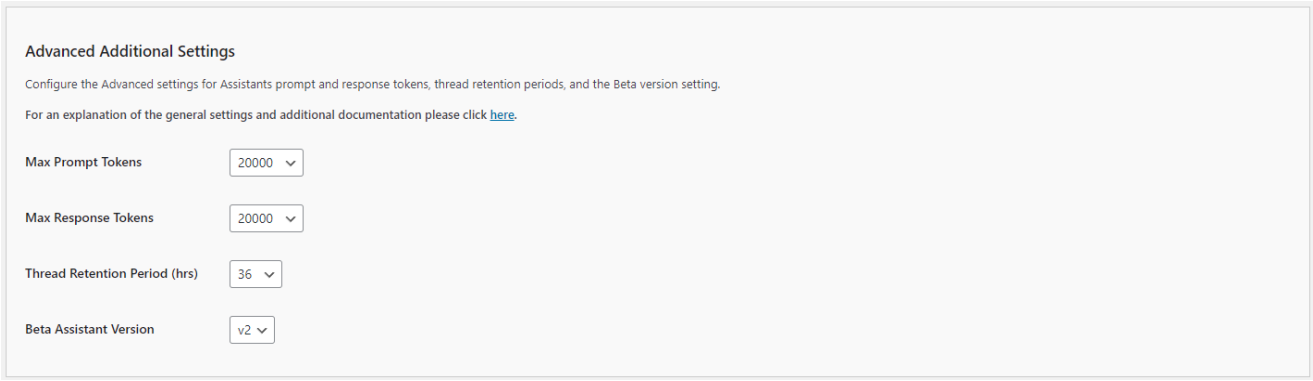
    - Description: Indicates whether users can upload files to the Assistant.
    - Input: Choose Yes or No.

9. Allow Transcript Downloads:

    - Description: Allows users to download a transcript of their conversation with the assistant.
    - Input: Choose Yes or No.

10. Show Assistant Name:
    - Description: Displays the assistant's name in interactions.
    - Input: Choose Yes or No.
11. Initial Greeting:
    - Description: The first message the assistant sends to users.
    - Input: Enter the greeting message.
12. Subsequent Greeting:
    - Description: Messages the assistant sends after the initial greeting.
    - Input: Enter the follow-up greeting messages.
13. Placeholder Prompt:
    - Description: A sample prompt shown in the input field.
    - Input: Enter a placeholder prompt to guide user input.
14. Additional Instructions:
    - Description: Extra instructions or context for the assistant.
    - Input: Enter any additional instructions needed for the assistant.

Advanced Additional Settings



1. Max Prompt Tokens:
    - Description: This setting determines the maximum number of tokens for the input prompt.
    - Options: A numeric value between 1,000 and 20,000 (the default is 20000).
    - Selection: Set this based on the complexity of the queries you expect. Higher values allow for longer inputs.
2. Max Response Tokens:
    - Description: This setting determines the maximum number of tokens for the assistant's response.

- Options: A numeric value between 1,000 and 100,000 (the default is 20000).
- Selection: Set this based on the level of detail you want in the responses. Higher values allow for longer responses.
- Additional Info: For a deeper explanation, please see Max Completion and Max Prompt Tokens.

3. Thread Retention Period (hrs):

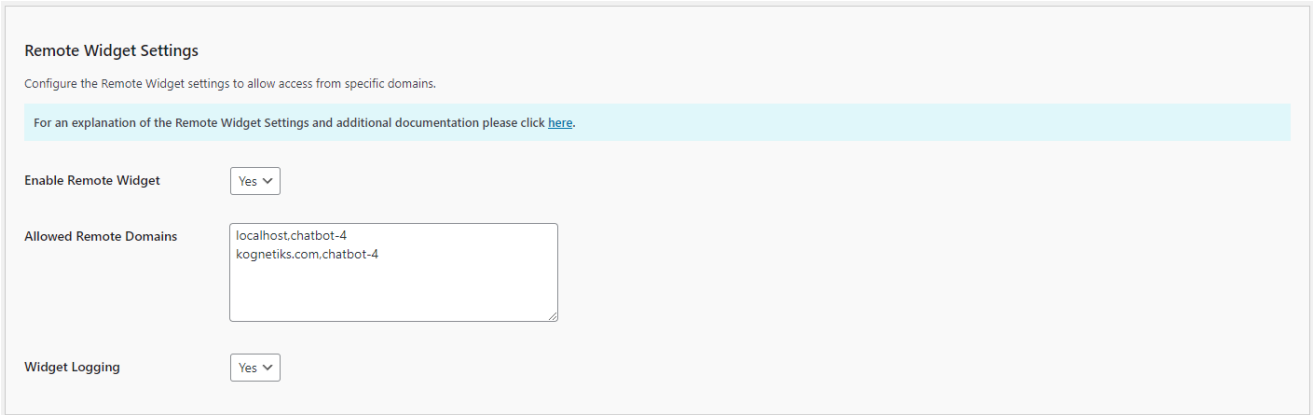
   - Description: This setting specifies how long conversation threads are retained.
   - Options: A numeric value between 6 and 720 hours (the default is 36 hours).
   - Selection: Choose a duration that balances user privacy with the need for context in ongoing conversations.

4. Beta Assistant Version:

   - Description: This setting allows you to select the version of the beta assistant to use.
   - Options: Versions V1 and v2 (the default is now V2).
   - Selection: Choose the version that fits your needs, typically the latest for the most up-to-date features.
   - Additional Info: For a deeper explanation, please see Migration Guide.

Remote Widget Access

The Kognetiks Chatbot now includes the advanced feature to allow access to your assistants from remote servers. Coupled with security measures to control and monitor remote access to your chatbots, you must enable the Remote Widget Access feature. This will allow specific remote servers to interact with your chatbot(s) via an endpoint. To ensure that only authorized servers and chatbots can access your resources, the system uses a whitelisting mechanism that pairs domains with specific chatbot shortcodes, for example kognetiks.com,chatbot-4 which will only allow calls from kognetiks.com and only then to chatbot-4. Your resources are valuable, take appropriate precautions when allowing remote server access.



Field Descriptions

1. Enable Remote Widget:
    - Description: This setting enables and disables remote access on a global basis. By default, it is set to No. To allow access by a remote server to a chatbot, you will need to change this setting to Yes.
    - Input: Choose Yes or No.
2. Allowed Domains:
    - Description: Enter the domain and assistant identified to allow remote access to a chatbot. For example if the domain is kognetiks.com and you the chatbot is chatbot-4, then enter kognetiks.com,chatbot-4. The pairs will be checked at when the remote server calls the chatbot widget endpoint. If the pair is domain and chatbot are not paired correctly, no chatbot will be present.
    - Input: domain.com,chatbot-n
    - Tip: Be sure to put each pair on its own line, seperated the domain name and the chatbot shortcode identifier with a coma.
    - Caution: Your server and OpenAI resources are valuable. Be sure to secure those resources by carefully maintaining the allowed pairs of domains and chatbots that you have white listed in this section.
3. Widget Logging:
    - Description: Widget logging records valid and invalid access to your chatbot(s) from remote servers. This is especially helpful to ensure that your resources are used only by those that you have allowed. On the Tools tab you will find a section titled Manage Widget Access Logs where you can download and delete remote widget access.

For more information refer to the Managing Remote Assess to the Kognetiks Chatbot section for details on how to configure a remote server.

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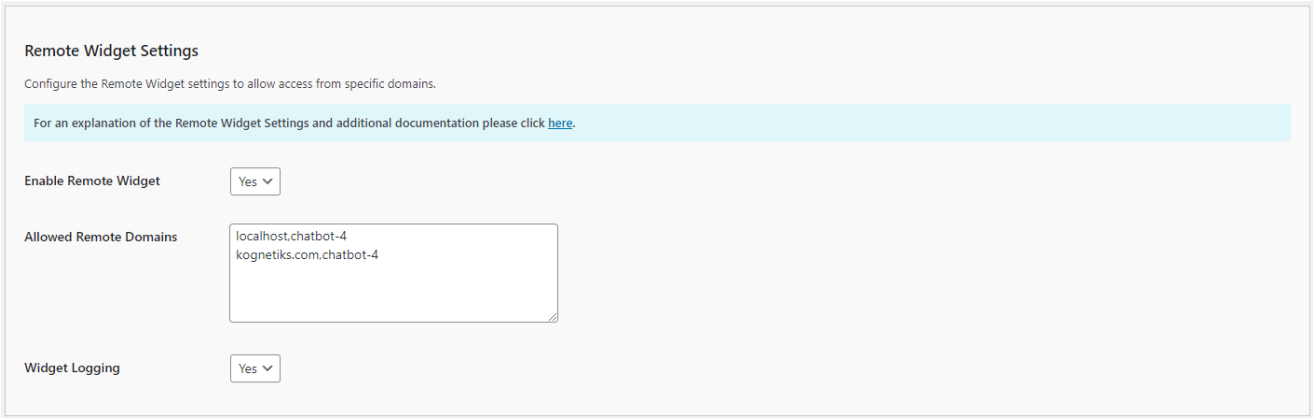
Managing Remote Assess to the Kognetiks Chatbot

The Kognetiks Chatbot now includes the advanced feature to allow access to your assistants from remote servers. Coupled with security measures to control and monitor remote access to your chatbots, you must enable the Remote Widget Access feature. This will allow specific remote servers to interact with your chatbot(s) via an endpoint. To ensure that only authorized servers and chatbots can access your resources, the system uses a whitelisting mechanism that pairs domains with specific chatbot shortcodes, for example

kognetiks.com,chatbot-4 which will only allow calls from kognetiks.com and only then to chatbot-4. Your resources are valuable, take appropriate precautions when allowing remote server access.



Field Descriptions

1. Enable Remote Widget:
    - Description: This setting enables and disables remote access on a global basis. By default, it is set to No. To allow access by a remote server to a chatbot, you will need to change this setting to Yes.
    - Input: Choose Yes or No.
2. Allowed Domains:
    - Description: Enter the domain and assistant identified to allow remote access to a chatbot. For example if the domain is kognetiks.com and you the chatbot is chatbot-4, then enter kognetiks.com,chatbot-4. The pairs will be checked at when the remote server calls the chatbot widget endpoint. If the pair is domain and chatbot are not paired correctly, no chatbot will be present.
    - Input: domain.com,chatbot-n
    - Tip: Be sure to put each pair on its own line, seperated the domain name and the chatbot shortcode identifier with a coma.
    - Caution: Your server and OpenAI resources are valuable. Be sure to secure those resources by carefully maintaining the allowed pairs of domains and chatbots that you have white listed in this section.
3. Widget Logging:
    - Description: Widget logging records valid and invalid access to your chatbot(s) from remote servers. This is especially helpful to ensure that your resources are used only by those that you have allowed. On the Tools tab you will find a section titled Manage Widget Access Logs where you can download and delete remote widget access.

Configuring Remote Server Access

1. Remote Server Script:
    - Description: The code block below illustrates how to configure the remote server call to your chatbot. It consists of a <script></script> and <iframe></iframe >. In the iframe is the call to your endpoint and a specific assistant. In this example, the endpoint is located on the kognetiks.com domain, nestled deep within the subdirectories where the Kognetiks Chatbot resides. To get started, you can copy this code and substitute kognetiks.com and chatbot-4 for your domain and one of your assistants.

    For example:

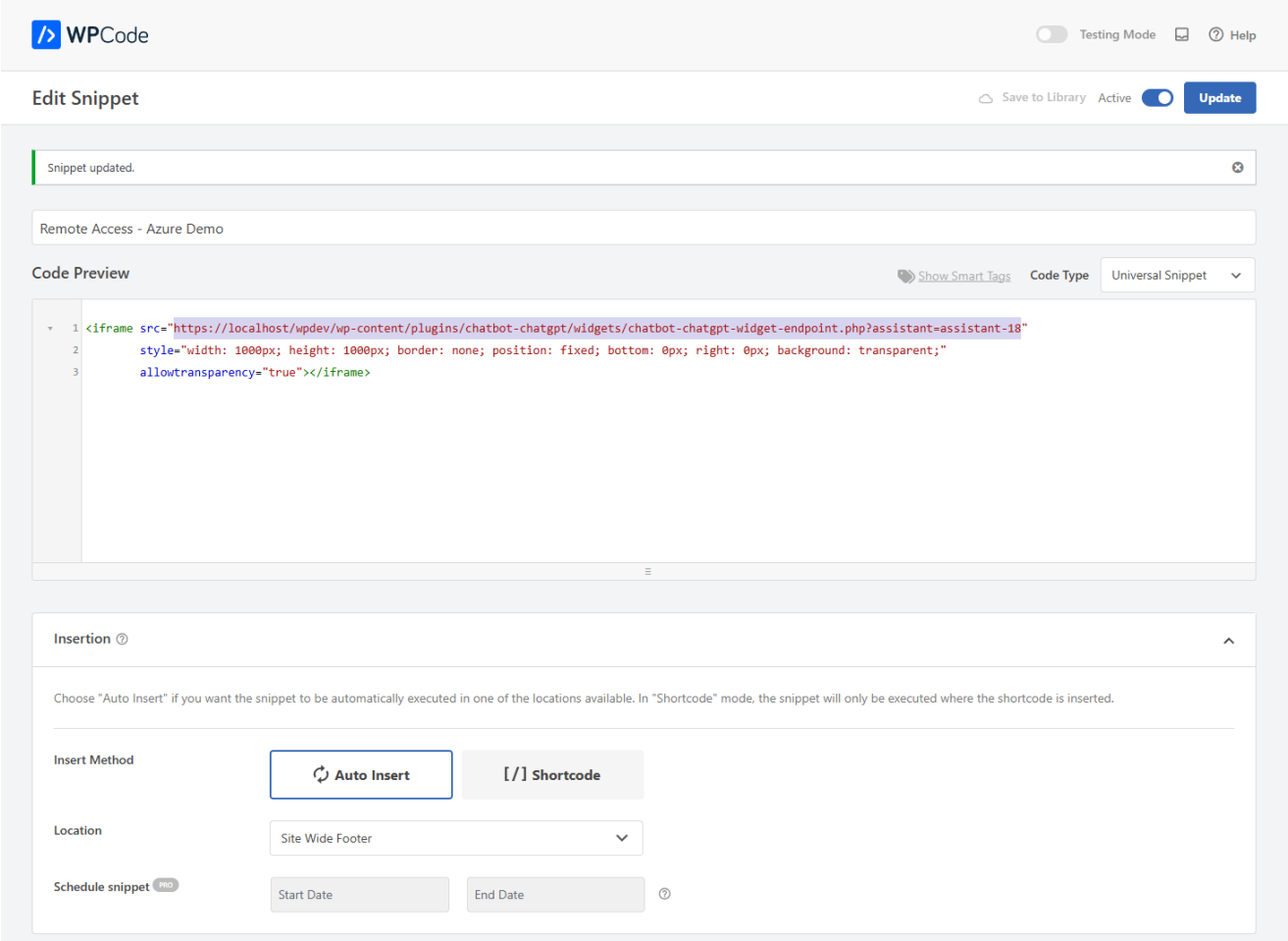
    ```

    ```

    NOTE: Be sure to substitute your domain name for localhost in the above examples.

    TIP: You can use either chatbot-nn (OpenAI) or assistant-nn (Azure OpenAI), either will work.

Using WPCode to embedded Remote Server Access

The screen capture below shows how to configure Remote Server Access using WPCode to embedded the iframe in a website's site-wide footer. As illustrated, this will place a floating chatbot on a remote website for interaction with an Assistant. TIP: This works best with a floating chatbot.



Key Security Features:

1. Domain-Assistant Pair Whitelisting:
    - The core of the security model lies in the ability to whitelist pairs of domains and chatbot shortcodes. Each remote server that calls the chatbot endpoint must be pre-approved by listing its domain along with the specific chatbot it is authorized to access. For example, the pair kognetiks.com,chatbot-4 explicitly allows only kognetiks.com to access chatbot-4.
    - Security Level: This pairing provides a robust layer of security, ensuring that even if a domain is compromised, it cannot access unauthorized chatbots. This measure helps prevent misuse of your chatbot resources and protects your OpenAI API quota from unauthorized use.
2. Request Validation and Logging:
    - Each incoming request from a remote server undergoes strict validation. The system checks if the domain and chatbot shortcode are correctly paired as per

the whitelist. If the pair does not match, the request is denied, and the attempt is logged as an unauthorized access attempt.
    - Logging: Detailed logs of both successful and failed access attempts are recorded. This logging not only helps in auditing but also in detecting any unauthorized access patterns. The Manage Widget Access Logs feature on the Tools tab allows you to download or delete these logs, helping you manage your resources effectively.

3. Global Remote Access Control:
    - The Enable Remote Widget setting allows you to control remote access on a global basis. When disabled (No), no remote servers can access the chatbot endpoint, regardless of the domain-assistant pairs listed. This feature provides an immediate and effective way to halt all remote access, should the need arise.

Implementation Considerations:

- Careful Pair Management: It's crucial to regularly review and update the allowed domain-assistant pairs to ensure that only trusted servers have access. This proactive management helps in safeguarding your server resources and the integrity of your chatbot interactions.
- Error Prevention: Ensure that each domain-assistant pair is entered correctly, with the domain and shortcode separated by a comma and each pair on a new line. Incorrect formatting or pairing can lead to access issues or potential security gaps.

By implementing these security measures, you significantly enhance the protection of your chatbot resources, ensuring that only authorized domains and chatbots can interact with your system. This not only secures your OpenAI resources but also maintains the integrity and availability of your chatbot services.

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Configuring the Assistant/Agent Settings

Configure settings for your Assistants or Agents by adding your below.

If you have developed an Assistant or Agent you will need the id:

- OpenAI Assistants usually starts with "asst_"
- Azure OpenAI Assistants also usually start with with "asst_"
- Mistral Agents often start with "ag:"

More information can be found here:

- OpeanAI Assistants
- Mistral Agents

Using Multiple Assistants

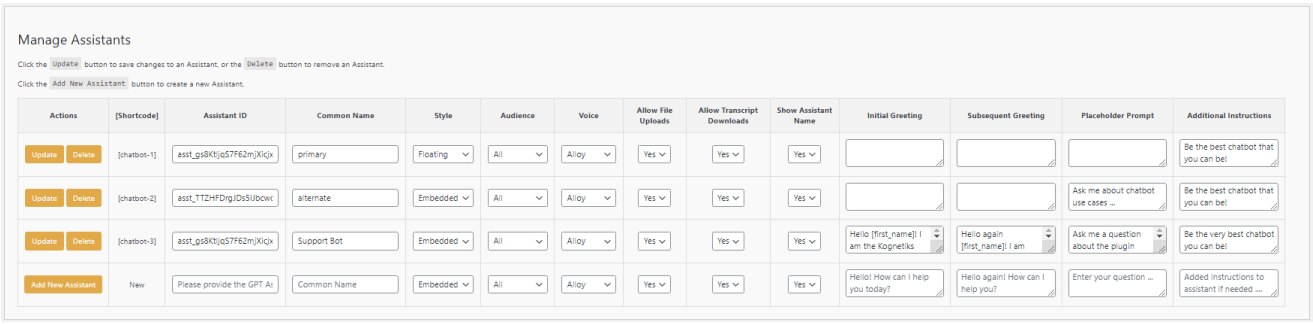
You can integrate Assistants and Agents into your platform using one of shortcode configurations such as [chatbot-1], [assistant-1] or [agent-1].

Assistants work with both 'floating' and 'embedded' styles.

PRO TIP: For best results ensure that the shortcode appears only once on the page.

Configuring the Assistant General Settings

These settings allow you to configure the behavior and capabilities of the Assistant in your Kognetiks Chatbot. Follow these steps to set up these options:



1. Assistant ID or Agent ID:
    - Description: This field is for specifying the primary Assistant ID.
    - Input: Enter the Assistant ID provided by OpenAI or your specific setup.
2. Common Name:
    - Description: This field is for specifying the common name that you will refer to the assistant in the shortcode.
    - Input: Enter name you want to use in the shortcode.
3. Style:
    - Description: This field sets the styling for the chatbot either as embedded or floating.
    - Input: Enter name you want to use in the shortcode.
4. Audience for Chatbot:
    - Description: This setting allows you to specify the intended audience for the chatbot.

- Options: All, Visitors, Logged-in etc.
- Selection: Choose the appropriate audience based on the content and purpose of your chatbot.

5. Voice:

- Description: This setting lets you choose the specific voice the text-to-speech model will use.
- Options: Available voices include options like Fable, Nova, etc.
- Selection: Pick a voice that aligns with the desired personality and tone of your chatbot.

- Tip: Choose None to disable Read Aloud functionality or choose a voice to enable it. This setting override the global setting.

- NOTE: Voices are currently with OpenAI Assistants only.

6. Allow File Uploads:

- Description: This setting allows users to upload files through the chatbot interface.
- Options: Yes or No.
- Selection: Choose Yes if you want to enable file uploads, facilitating richer interactions.

- Tip: This setting override the global setting.

- NOTE: File Uploads only work with OpenAI Assistants and Azure OpenAI Assistants.

7. Allow Transcript Downloads:

- Description: This setting allows users to download a transcript of their interaction with the chatbot.
- Options: Yes or No.
- Selection: Choose Yes if you want to enable transcript downloads.
- Tip: This setting override the global setting.

8. Initial Greeting:

- Description: This is the message the chatbot sends when a user first opens it.
- Example: "Hello [first_name]! How can I help you today?" Use placeholders like [first_name] to personalize the greeting.

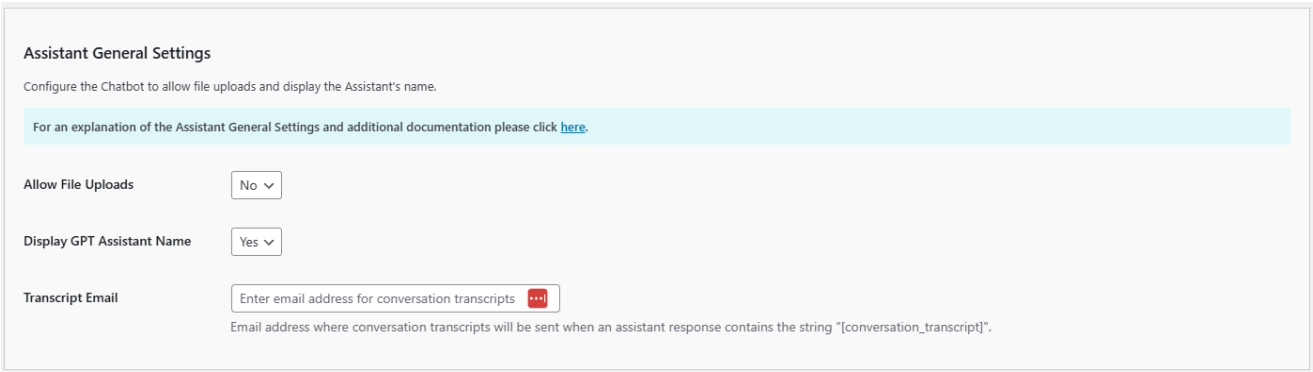
9. Subsequent Greeting:

- Description: This message appears when a returning user opens the chatbot.
- Example: "Hello again [first_name]! How can I help you?" Customize this to acknowledge returning visitors.

10. Chatbot Prompt:
    - Description: This is the initial prompt that appears in the chatbot input field.
    - Example: "Tell me your deepest secrets ..." can be customized to something more appropriate for your audience and use case.

11. Additional Instructions:
    - Description: This field allows you to provide specific instructions to the primary assistant.
    - Input: Enter any special instructions or context that will guide the assistant's responses.

Assistant General Settings



1. Allow File Uploads:
    - Description: This setting allows users to upload files through the chatbot interface.
    - Options: Yes or No.
    - Selection: Choose Yes if you want to enable file uploads, facilitating richer interactions.
    - Tip: This is a global setting that will be overridden by assistant specific settings.

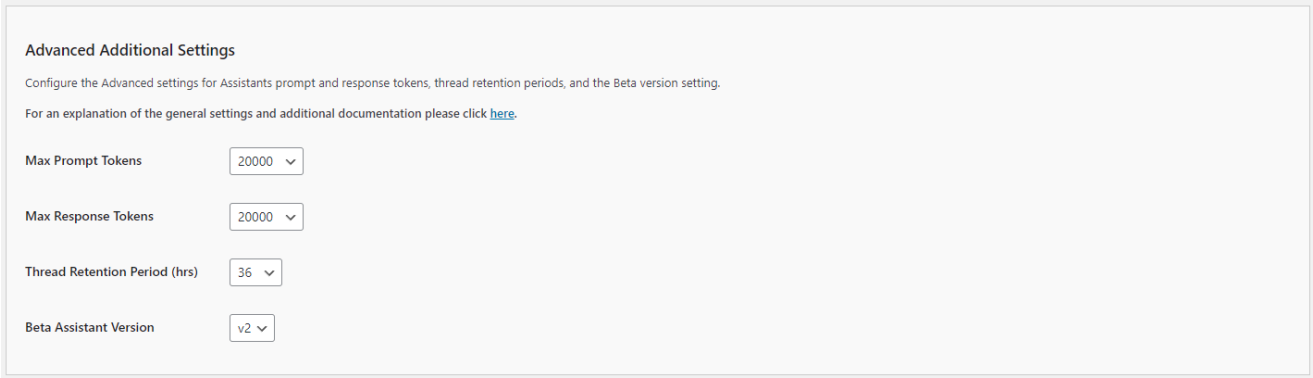
2. Display Assistant Name:
    - Description: This toggle controls whether the Assistant's name is displayed in interactions.
    - Options: Yes or No.
    - Selection: Choose Yes to display the assistant's name for a more personalized user experience.## Advanced Additional Settings
    - Tip: This is a global setting that will be overridden by assistant specific settings.

3. Transcript Email:
    - Description: Email address where conversation transcripts will be sent when an assistant response contains the string "[conversation_transcript]".
    - Input: Enter a valid email address.

- Usage: When an assistant's response includes "[conversation_transcript]", the system will automatically send a formatted transcript of the conversation to this email address.

Advanced Additional Settings

NOTE: Applies only to OpenAI and OpenAI Azure Assistants.

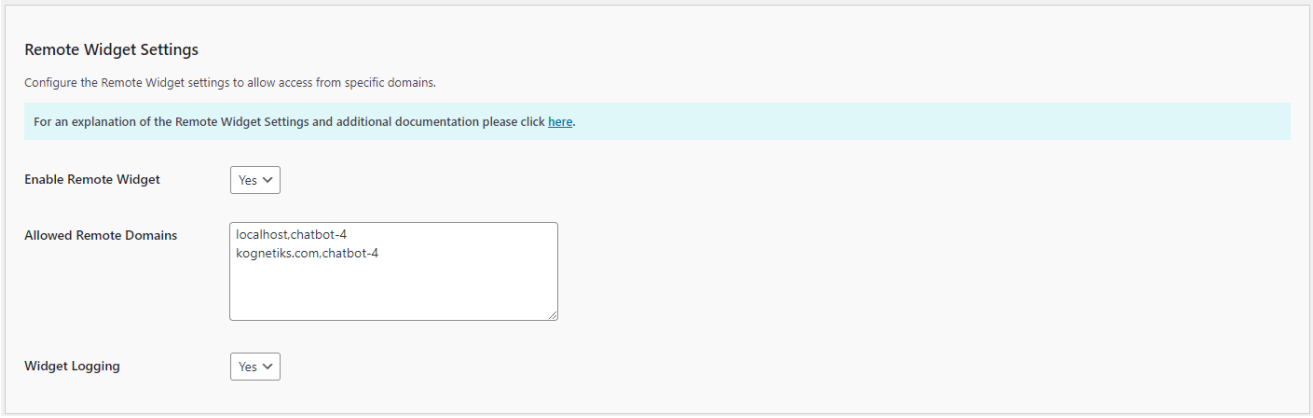


1. Max Prompt Tokens:
    - Description: This setting determines the maximum number of tokens for the input prompt.
    - Options: A numeric value between 1,000 and 20,000 (the default is 20000).
    - Selection: Set this based on the complexity of the queries you expect. Higher values allow for longer inputs.
2. Max Response Tokens:
    - Description: This setting determines the maximum number of tokens for the assistant's response.
    - Options: A numeric value between 1,000 and 100,000 (the default is 20000).
    - Selection: Set this based on the level of detail you want in the responses. Higher values allow for longer responses.
    - Additional Info: For a deeper explanation, please see Max Completion and Max Prompt Tokens.
3. Thread Retention Period (hrs):
    - Description: This setting specifies how long conversation threads are retained.
    - Options: A numeric value between 6 and 720 hours (the default is 36 hours).
    - Selection: Choose a duration that balances user privacy with the need for context in ongoing conversations.
4. Beta Assistant Version:
    - Description: This setting allows you to select the version of the beta assistant to use.
    - Options: Versions V1 and v2 (the default is now V2).

- Selection: Choose the version that fits your needs, typically the latest for the most up-to-date features.
- Additional Info: For a deeper explanation, please see Migration Guide.

Remote Widget Access

The Kognetiks Chatbot now includes the advanced feature to allow access to your assistants from remote servers. Coupled with security measures to control and monitor remote access to your chatbots, you must enable the Remote Widget Access feature. This will allow specific remote servers to interact with your chatbot(s) via an endpoint. To ensure that only authorized servers and chatbots can access your resources, the system uses a whitelisting mechanism that pairs domains with specific chatbot shortcodes, for example kognetiks.com,chatbot-4 which will only allow calls from kognetiks.com and only then to chatbot-4. Your resources are valuable, take appropriate precautions when allowing remote server access.



Field Descriptions

1. Enable Remote Widget:
    - Description: This setting enables and disables remote access on a global basis. By default, it is set to No. To allow access by a remote server to a chatbot, you will need to change this setting to Yes.
    - Input: Choose Yes or No.
2. Allowed Domains:
    - Description: Enter the domain and assistant identified to allow remote access to a chatbot. For example if the domain is kognetiks.com and you the chatbot is chatbot-4, then enter kognetiks.com,chatbot-4. The pairs will be checked at when the remote server calls the chatbot widget endpoint. If the pair is domain and chatbot are not paired correctly, no chatbot will be present.
    - Input: domain.com,chatbot-n
    - Tip: Be sure to put each pair on its own line, seperated the domain name and the chatbot shortcode identifier with a coma.

    - Caution: Your server and OpenAI resources are valuable. Be sure to secure those resources by carefully maintaining the allowed pairs of domains and chatbots that you have white listed in this section.

3. Widget Logging:

    - Description: Widget logging records valid and invalid access to your chatbot(s) from remote servers. This is especially helpful to ensure that your resources are used only by those that you have allowed. On the Tools tab you will find a section titled Manage Widget Access Logs where you can download and delete remote widget access.

For more information refer to the Managing Remote Assess to the Kognetiks Chatbot section for details on how to configure a remote server.

Steps to Configure

1. Navigate to the GPT Assistant settings section of the Kognetiks Chatbot plugin in your WordPress dashboard.
2. Toggle Use GPT Assistant Id to Yes if you want to use specific assistant IDs.
3. Enable Allow File Uploads by setting it to Yes if you want users to upload files.
4. Enable Display GPT Assistant Name by setting it to Yes to show the assistant's name during interactions.
5. Enter the Primary GPT Assistant Id provided by OpenAI or your setup.
6. Add any Assistant Instructions to guide the primary assistant's behavior.
7. Enter an Alternate GPT Assistant Id if you have one.
8. Add any Alternate Assistant Instructions to guide the alternate assistant.
9. Set the Max Prompt Tokens to a suitable value based on your needs.
10. Set the Max Response Tokens to a suitable value based on your needs.
11. Choose an appropriate Thread Retention Period (hrs) for retaining conversation context.
12. Select the desired Beta Assistant Version from the dropdown.
13. Save the settings.

Example Usage

Use the following format to invoke the primary or alternate assistant:

- [chatbot assistant"my custom assistant"] - Configuration is determined by setting in the section titled "Manage Assistants"

- [chatbot style="floating" assistant="primary"] - Floating style, Assistant as set in Primary setting

- [chatbot style="embedded" assistant="alternate"] - Embedded style, Assistant as set in Alternate setting

- [chatbot style="floating" assistant="asst_xxxxxxxxxxxxxxxxxxxxxxxx"] - Floating style, Assistant as set in Assistant ID setting

- [chatbot style="embedded" assistant="asst_xxxxxxxxxxxxxxxxxxxxxxxx"] - Embedded style, Assistant as set in Assistant ID setting Mix and match the style and assistant attributes to suit your needs.

NOTE: When using the 'embedded' style, it's best to put the shortcode in a page or post, not in a footer.

Tips

- Assistant Instructions: Provide clear and concise instructions to tailor the assistant’s responses to your specific needs.

- Token Limits: Adjust token limits based on the balance between detailed responses and performance considerations.

- Retention Period: A longer retention period can improve user experience by maintaining context but consider privacy implications.

- Audience Shortcode Parameter: Use the 'audience' parameter to target specific user groups:

  - [chatbot style="embedded" assistant="asst_123456789ASDFGHJKL" audience="all"] - Available to all users.

  - [chatbot style="embedded" assistant="asst_123456789ASDFGHJKL" audience="logged-in"] - Available only to logged-in users.

  - [chatbot style="embedded" assistant="asst_123456789ASDFGHJKL" audience="visitors"] - Available only to visitors.

    or

  - [chatbot style="floating" assistant="asst_123456789ASDFGHJKL" audience="all"] - Available to all users.

- [chatbot style="floating" assistant="asst_123456789ASDFGHJKL" audience="logged-in"] - Available only to logged-in users.
- [chatbot style="floating" assistant="asst_123456789ASDFGHJKL" audience="visitors"] - Available only to visitors.

By configuring these settings, you ensure that your Kognetiks Chatbot can effectively utilize the Assistant to provide personalized and contextually aware interactions for your users.

More Information

See Chatbots and Assistants for more details on using multiple Assistants.

- Back to the Overview
