

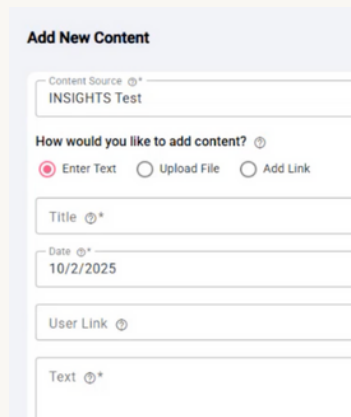
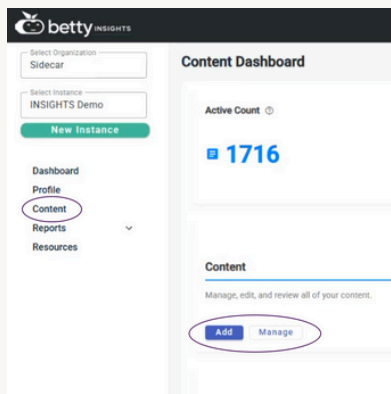
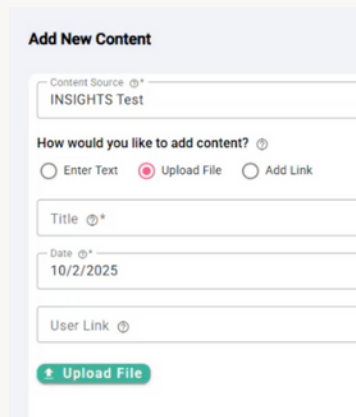
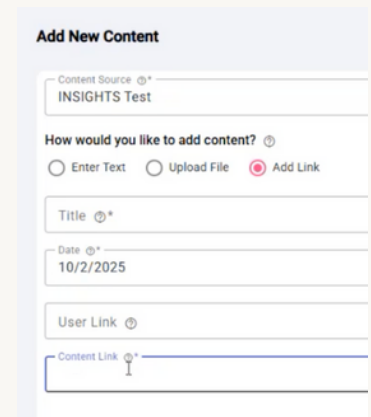
## How to Add Content Items

You can add content to Betty in four ways:

1. Enter Text: Paste or write content directly into the knowledge base
2. File Upload: Upload PDFs, Word docs, or text files to the knowledge base
3. Single Link: Add link to the knowledge base
4. CSV Training sheet: Bulk upload multiple items to the knowledge base (add in "File Upload" option) - more instructions on this on next page!

## Steps:

1. Navigate to "Content" on the left menu in INSIGHTS Portal.
2. Choose "Add Content" button
3. Select the Content Source (bucket) where the item should be housed.
  - a. Content Sources are like folders for your content to live in. For each instance of Betty, you can (un)subscribe to content sources
4. Select your method (Enter text, Upload file, Add link)
5. Fill in details
  - a. Title: what will show up in your "learn more" section
  - b. User link: Where the user will be directed when they click on that content item in the "learn more" section
  - c. Content link: Where the content lives that Betty can train on.
  - d. Content link and User link are the same most of the time!
6. Click save!
7. Your item will begin processing!

A screenshot of the "Add New Content" form. The "Content Source" is "INSIGHTS Test". Under "How would you like to add content?", the "Enter Text" radio button is selected and circled in red. The form includes fields for "Title", "Date" (10/2/2025), "User Link", and "Text".A screenshot of the "Add New Content" form. The "Content Source" is "INSIGHTS Test". Under "How would you like to add content?", the "Upload File" radio button is selected and circled in red. The form includes fields for "Title", "Date" (10/2/2025), "User Link", and a large "Upload File" button at the bottom.A screenshot of the "Add New Content" form. The "Content Source" is "INSIGHTS Test". Under "How would you like to add content?", the "Add Link" radio button is selected and circled in red. The form includes fields for "Title", "Date" (10/2/2025), "User Link", and "Content Link".

# Adding Multiple Items Using CSV File

1. Download Betty-Training-Template.csv

2. Fill out fields:

a. Date: Today's date

b. DisplayUserLink: 1 = yes, 0 = no

i. use 0 if you want Betty to *know* the information, but not reference in learn more section

c. Priority: 50 (Ask Betty Support Team more about prioritizing content)

d. UserLink: Link where you want to direct the user

e. ContentLink: Content link: Where the content lives that Betty can train on (normally same as User Link).

f. ContentText: only fill out if "ContentLink" is not filled out

g. ContentDecorator: Leave blank

h. ContentType: Leave blank

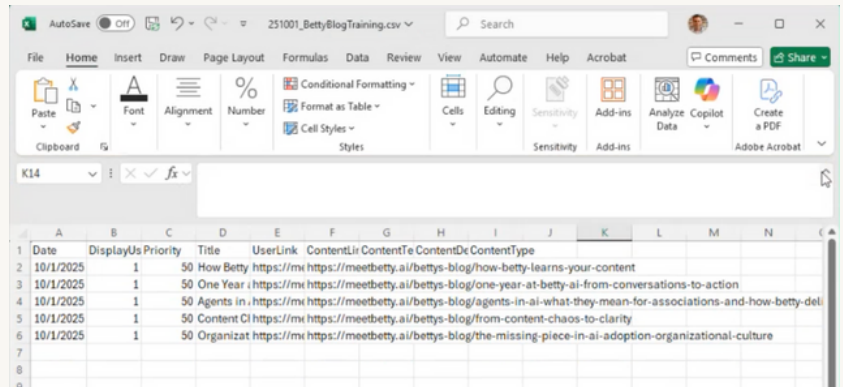
3. Choose your Content Source

4. Choose "Upload File"

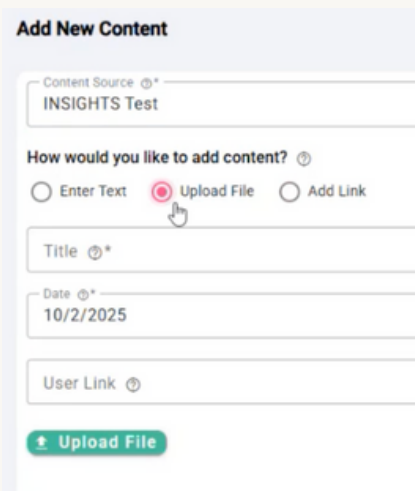
5. Upload your training sheet

6. All items will begin to process

7. All items will show as separate items in INSIGHTS portal



Date	DisplayUs	Priority	Title	UserLink	ContentLink	ContentText	ContentDecorator	ContentType
10/1/2025	1	50	How Betty	https://mi	https://meetbetty.ai/bettys-blog/how-betty-learns-your-content			
10/1/2025	1	50	One Year	https://mi	https://meetbetty.ai/bettys-blog/one-year-at-betty-ai-from-conversations-to-action			
10/1/2025	1	50	Agents in	https://mi	https://meetbetty.ai/bettys-blog/agents-in-ai-what-they-mean-for-associations-and-how-betty-del			
10/1/2025	1	50	Content Cl	https://mi	https://meetbetty.ai/bettys-blog/from-content-chaos-to-clarity			
10/1/2025	1	50	Organizat	https://mi	https://meetbetty.ai/bettys-blog/the-missing-piece-in-ai-adoption-organizational-culture			



**Add New Content**

Content Source ⓘ  
INSIGHTS Test

How would you like to add content? ⓘ

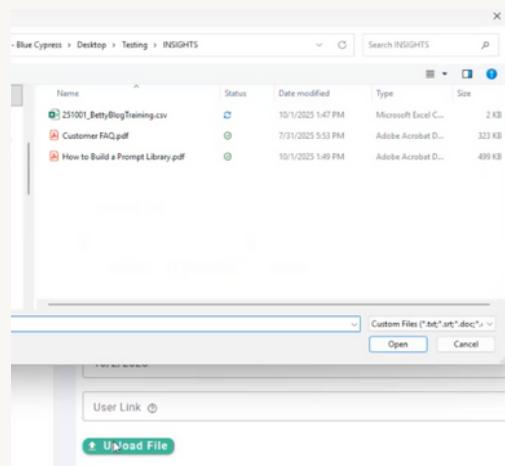
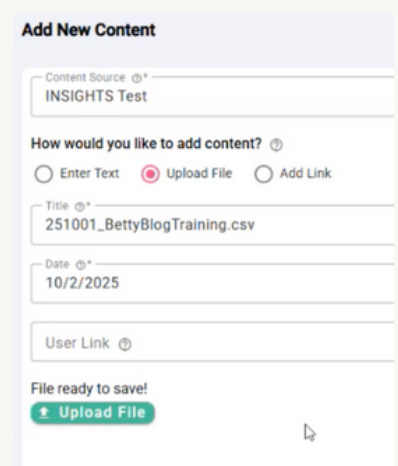
☐ Enter Text ☒ Upload File ☐ Add Link

Title ⓘ\*

Date ⓘ\*  
10/2/2025

User Link ⓘ

[Upload File](#)

**Add New Content**

Content Source ⓘ  
INSIGHTS Test

How would you like to add content? ⓘ

☐ Enter Text ☒ Upload File ☐ Add Link

Title ⓘ\*  
251001\_BettyBlogTraining.csv

Date ⓘ\*  
10/2/2025

User Link ⓘ

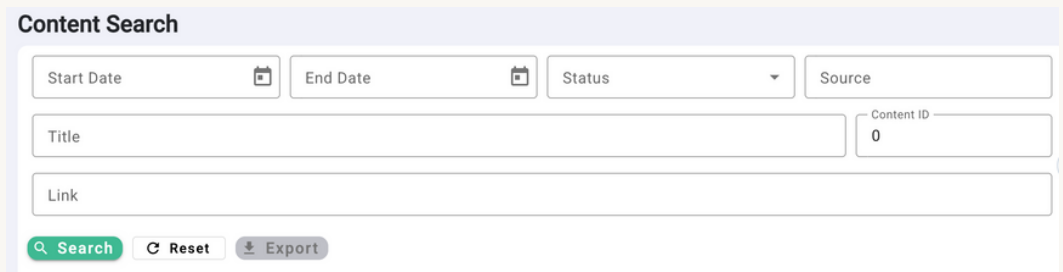
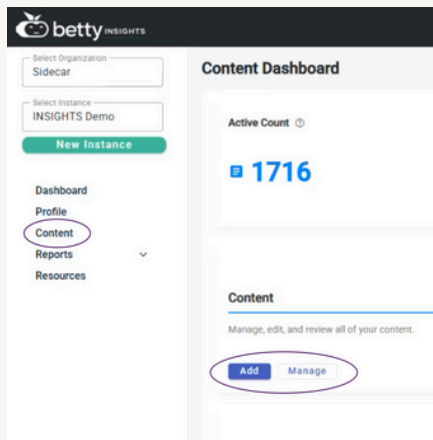
File ready to save!  
[Upload File](#)



Date	Title	Status	Count
10/02/2025	251001_BettyBlogTraining.csv	Active	0
09/30/2025	How Betty Learns	Pending	0
09/30/2025	One Year at Betty	Pending	0
09/30/2025	Agents in AI	Pending	0
09/30/2025	Content Chaos to Clarity	Pending	0
09/30/2025	Organizational Culture	Pending	0

## Managing Existing Content

1. Go to Manage Content.
2. Use filters to search by status, source, title, or link.
3. Click an item to:
  - a. Edit Text → click save and item will begin processing!
  - b. Edit Title/Link → click save and item will begin processing!



## Definitions/Glossary

**Status** → What it means

**Inserted** → Item has been submitted but not yet processed.

**Imported** → Item is being read and prepped for knowledge base.

**Active/Processed** → Item is live, Betty can use it in answers.

**Pending** → Item is waiting in queue to be processed.

**Deleted** → Item has been removed from knowledge base.

**Error** → Something went wrong during processing (reach out if this appears).

**On Hold** → Temporarily paused, usually used internally during review or reprocessing

**Content source** → Folder content content items. Has the ability to be (un)subscribed to certain instances (ex. entire blog/news, collection of journals)

**Content item** → one piece of training material within a content source (one blog post, one webinar/video, one edition of journal)