

A Client Roundtable: The Recap

October 2025 Highlights

What We Learned



- **Dashboard Evolution:** Your Insights Portal now surfaces clear, actionable metrics—users, conversations, messages per conversation, feedback visibility, and content coverage (percent of conversations with a “Learn More” result).
- **Content Control:** You can now add and manage knowledge base items directly. Upload methods include text, PDFs/Word docs, links, and bulk CSV training sheets. Each upload moves through statuses (inserted → imported → active).
- **Widget Growth:** You can enable per-conversation document uploads (not stored in Knowledge Base) and pass user profile data for personalized answers.
- **Reporting & Insights:** Conversation analytics Betty (trained on your chat logs) is in early rollout—so you can analyze sentiment and themes directly from conversations.
- **CSV Training Sheets:** Upload once and create multiple content items automatically—perfect for adding large batches of links or docs.
- **Update & Delete Controls:** Edit content instantly reprocesses it; delete/update buttons will be live after rollout.
- **Feedback-as-Content:** Use a dedicated “feedback” content source to capture supplemental info without cluttering your Learn More section.

Roadmap Highlights (Q4 Priorities)



- **Faster Responses:** We’re working to reduce response speed from the current 7–9 seconds by exploring smaller, faster models.
- **Self-Service Content Rollout:** Starting next week, you’ll have phased access—with full release planned by end of October.
- **Expanded API Access:** We’re opening up more endpoints for reporting, content management, and conversation feeds.
- **Community Engagement Tie-Ins:** We’re experimenting with ways for Betty to direct your users into discussions or encourage them to share.