



Version 2.3 Release Notes (v1)

July 13, 2021

This release note covers the following features introduced into kama DEI:

1. Customized Organization Messaging
2. Chatbot Invitation Message
3. Persona to Personality Inheritance (no more “Copy KR’s”)

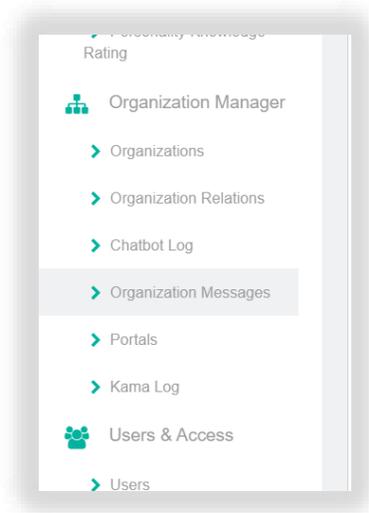
The following describes the features and their usage.

1. Customized Organization Messaging:

Previous to Release 2.3, system messaging, either in chatbot (initial engagement) messages (Front End Messages) or kama DEI conversation support messages (Back End Messages), we have made customized messages part of the customer onboarding process. That is, custom messages were supported by they had to be entered by a kama.ai System Administrator.

With Release 2.3, custom messaging is fully in the control of our customers.

To access the standard and your customized messages, go to “Organization Messages” on the Admin Console.



Once in Organization Messages, you will notice that there is a separation of Front End and Backend messages that you can get to by clicking on either of the top buttons.

ORGANIZATION MESSAGES

Front-End Messages Back-End Messages

Kama.AI Search

Name	Organization	Description	Message	Languages
Didn't Register	KAMA-DEI	Didn't Register	Sorry! Please come back again soon and have a good day.	en
footer-phone-back2	KAMA-DEI	footer-phone-back2	{"response": {"message": "Thank you! We will contact you according to your instructions.", "answers": [], "type": "text", "state": 0}}	en
User notes Yes	KAMA-DEI	User notes Yes	Please include any additional details you would like sent to us along with the chat log.	en
Term not found	KAMA-DEI	Term not found	I'm sorry, I don't understand []. Please consider rephrasing.	en
invitation message	Kama.AI	chatbot invitation message	-	en
ServiceMailbox	Kama.AI	ServiceMailbox	inquiries@kama-dei.com	en
Greeting1	Kama.AI	Greeting1	Hello, I'm Kady, your kama.ai Virtual Assistant.	en
Greeting2	Kama.AI	Greeting2	We take your privacy very seriously - our Privacy Policy is available at the link below. Privacy Policy	en

Edit
Reset

Also, in the screen above, you can see for organization kama.ai, like your organization, you may have a mix of KAMA-DEI messages and [YourOrg] messages for both Front-End and Back-End messages.

When a message for your organization shows as “KAMA-DEI” as the Organization, it means you are using the default message for the purpose outlined by the Description. If you choose to “Edit” that message using the smart-menu pull-down on the right, you will be creating a custom message for your Organization.

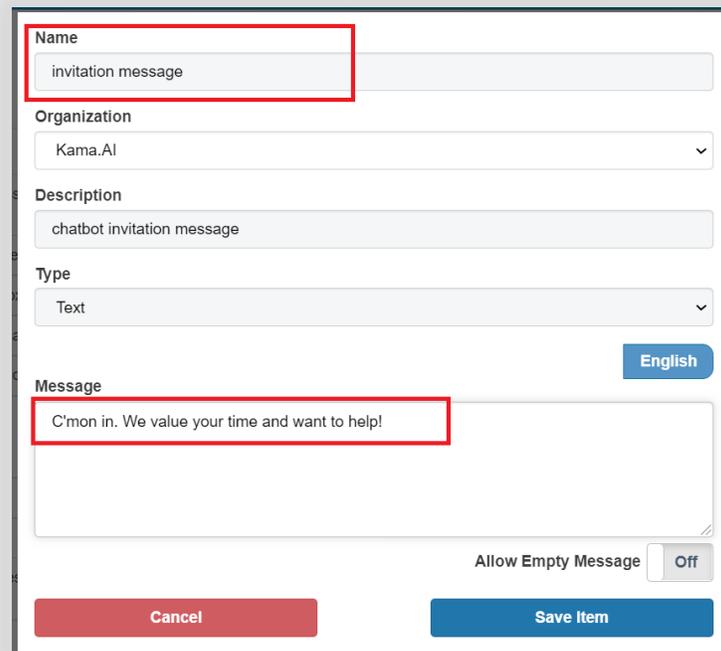
If you want to go back to the KAMA-DEI default message, you can “Reset” the message and you will be informed that you will be returning to the default message.



You are free to customize it for your organization again at any time.

2. Chatbot Invitation Message

Previous to this release, enterprises running kama DEI had no option to invite users into the chatbot to engage the consumer further. With the introduction of “Chatbot Invitation Message”, Organizations have the opportunity to set this special Front-End message to something other than the default blank message to engage users to enter the chatbot.

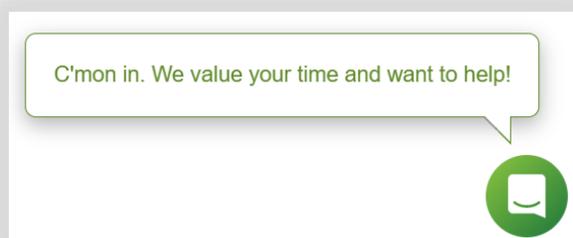


The screenshot shows a configuration form for a chatbot invitation message. The form includes the following fields and controls:

- Name:** A text input field containing "invitation message", highlighted with a red box.
- Organization:** A dropdown menu with "Kama.AI" selected.
- Description:** A text input field containing "chatbot invitation message".
- Type:** A dropdown menu with "Text" selected.
- Language:** A blue button labeled "English".
- Message:** A large text area containing "C'mon in. We value your time and want to help!", highlighted with a red box.
- Allow Empty Message:** A toggle switch currently set to "Off".
- Buttons:** A red "Cancel" button and a blue "Save Item" button.

You can follow these simple steps to create your chatbot invitation message.

1. Locate 'chatbot invitation message' in Front-End Messages
2. Edit the KAMA-DEI chatbot invitation message by inserting your invitation in the “Message” field
3. Select “Save Item”.
4. Once the chatbot is reloaded on your browser to accept the new JavaScript, it will prompt users:
 - a. after 5 seconds of being on the page or
 - b. when users hover over the chatbot icon or message area.



To revert back to no chatbot invitation you can either delete your message using the Front-End Message editor or you can “Reset” the chatbot invitation message back to the (blank) KAMA-DEI default message.

3. Persona to Personality Inheritance (No more “Copy KRs”)

A very important update has been added to kama DEI to address scalability when gaining many Consumer Users for an Organization.

Previous to Version 2.3, every new user engaging with kama DEI was provided a full copy of the rated Knowledge Record data. That is, the Knowledge Records themselves were not copied for a new user/Personality but the ratings of every Knowledge Record was copied to that new Personality. While just the ratings don’t take up significant storage space, it was very much redundant data that existed for every user.

Knowledge Management was also an issue: as new information was added to your primary Persona (to be later copied to Personalities), the Knowledge Manager working in kama DEI would have to remember to “Copy KRs” on the Personality Knowledge Rating screen so that those Persona changes would be propagated to all the Users/Personalities that were previously created from that Persona.

With the introduction of Persona to Personality Inheritance in Version 2.3, this is no longer a requirement.

The operation of Persona to Personality Inheritance at a high level is as follows:

1. Knowledge Rating is done at the default Persona level as was normally done.
2. When a new user registers with kama DEI, using email registration or using (hidden) IP address or other registration in the background, the user is still given a new Personality
3. The new Personality will use all of the default Personality Knowledge Ratings from the Persona where they have not been changed for the User/Personality
4. Where the Personality Knowledge Ratings for an individual user is changed through a Value Rating Question, or any other means, that record ONLY will be personalized for that Personality.

Using the new approach, the vast majority of information will be common to all users for your organization and only a very small amount of information will be personalized for the user and added to their specific Personality profile.

In the screenshot below, you can see that all of the records for “Maddy” at kama.ai are the default messages adopted from the Persona EXCEPT FOR “acetylsalicylic acid can reduce headache”, which has been personalized for Maddy. The personalization is indicated by a check mark in the “Personalized” column of the Personality Knowledge Rating Screen.

PERSONALITY KNOWLEDGE RATING

Values for Maddy | N.A. Enterprise Marketer - maddy@gmail.com

Show All Solution Problem

Add Knowledge Records Copy KRs Search clear search

	Knowledge Record	Created	Net Rating	Personalized	
+ <input type="checkbox"/>	7UP is a type of soft drink	2019-09-30 15:13:45	solution		▼
+ <input type="checkbox"/>	acetylsalicylic acid can reduce headache	2019-09-30 15:13:46	solution	✓	▼
+ <input type="checkbox"/>	acetylsalicylic acid can reduce toothache	2019-09-30 15:13:46	solution		▼
+ <input type="checkbox"/>	acid is a member of noun	2019-09-30 15:13:47	problem		▼
+ <input type="checkbox"/>	Advil can reduce toothache	2019-09-30 15:13:46	solution		▼
+ <input type="checkbox"/>	Advil Cold and Sinus Plus can reduce common cold	2019-09-30 15:13:46	solution		▼
+ <input type="checkbox"/>	air conditioning can reduce hot	2019-09-30 15:13:46	solution		▼

The same occurs for “Personality Values”; all value ratings for a new Personality will be inherited from the your chatbot’s assigned Persona until values have been changed by the user through an optional Value Rating Question inserted into a conversation, or when it is changed by a Kama-DEI enterprise user on behalf of a Consumer User.

Resetting a Personality Knowledge Rating or a Personality Knowledge Rating

When a Personality Knowledge Rating or a Personality Value has been Personalized for a Consumer User, through any means, it may be “Reset” using the smart-menu pull-down on the right of any record.

Add Knowledge Records Copy KRs Search clear search

	Knowledge Record	Created	Net Rating	Personalized	
+ <input type="checkbox"/>	7UP is a type of soft drink	2019-09-30 15:13:45	solution		▼
+ <input type="checkbox"/>	acetylsalicylic acid can reduce headache	2021-07-13 14:03:37	solution		▼
+ <input type="checkbox"/>	acetylsalicylic acid can reduce toothache	2019-09-30 15:13:46	solution		▼
+ <input type="checkbox"/>	acid is a member of noun	2019-09-30 15:13:47	problem		▼

Reset Copy

When a Personality Knowledge Rating or Personality Value Rating is Reset, it is not removed from the Personality but it is no longer Personalized for that Personality. The rating will revert to the setting that is inherited from the Persona.

NOTE: When adding rated KRs Problem and Solutions to a Persona, you always had to remember to use the “Copy KR” function to propagate changes to the pre-existing Personalities produced from that Persona. **THIS FUNCTION IS NO LONGER REQUIRED. It is achieved automatically by the new**

Optionally, you may also consult with us at kama.ai to assist you in this process and we can organize to complete a batch deletion of legacy Personality data.

Logging Service Requests regarding a new release:

Note: If you notice that there are other issues with Personal/Personality or customized messaging or any other issue that you cannot understand or rectify, **please issue a support ticket through Service Desk on website and we will address it as a Service Request.**