



Version 2.3.2 Release Notes (v1)

October 15, 2021

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

1. KR-KR Linking (only a menu name change)
2. KR-Term Linking – new capability for future knowledge/intelligence enhancements
3. Improved Personality Value and Knowledge Rating searching (only a search/look-up enhancement)
4. System Use Only Term identification/look-up
5. Enhanced Conversation Flow for Problem and Solution Interaction
6. Enhanced Spelling and Grammar Processing

Please note in advance, after some upgrades, **you may have to do a hard refresh of your browser** to force the browser to update the JavaScript cache that it has stored in your browser for our application URL. If you notice any issues which don't look or work like they are described here, please note these tips on performing a hard refresh of your browser:

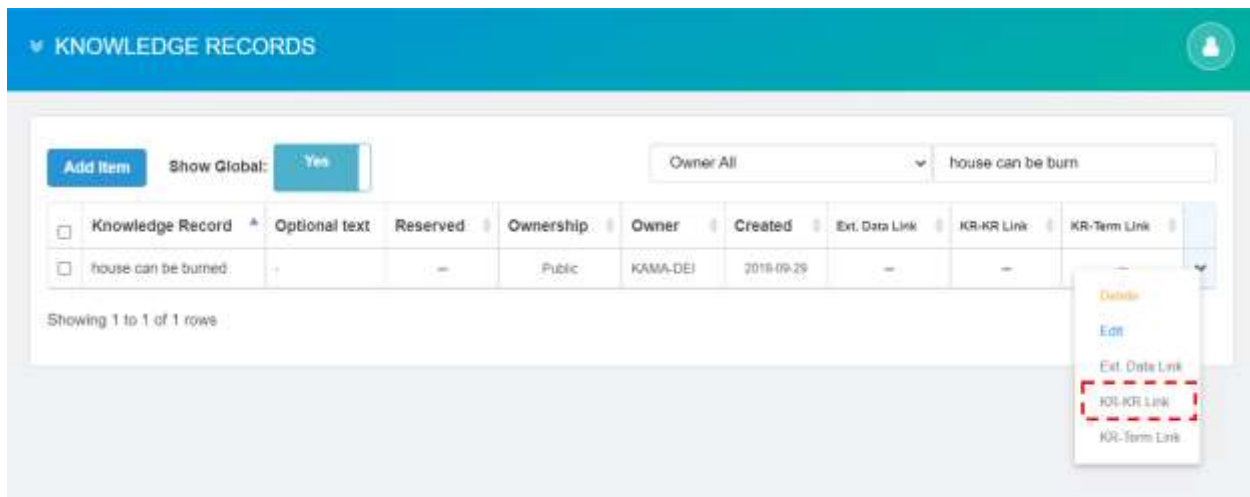
- For Chrome or Edge on Windows:
 - Hold down Ctrl and click the Reload button.
 - Or Hold down Ctrl and press F5
- On Chrome on Mac
 - hold down Cmd and Shift and then press R on your keyboard.
- Safari on Mac
 - Hold/click Opt + Cmd + E

The following describes the new features and their usage.

1. KR-KR Linking:

This is a cosmetic, menu label change only – there is no change to functionality.

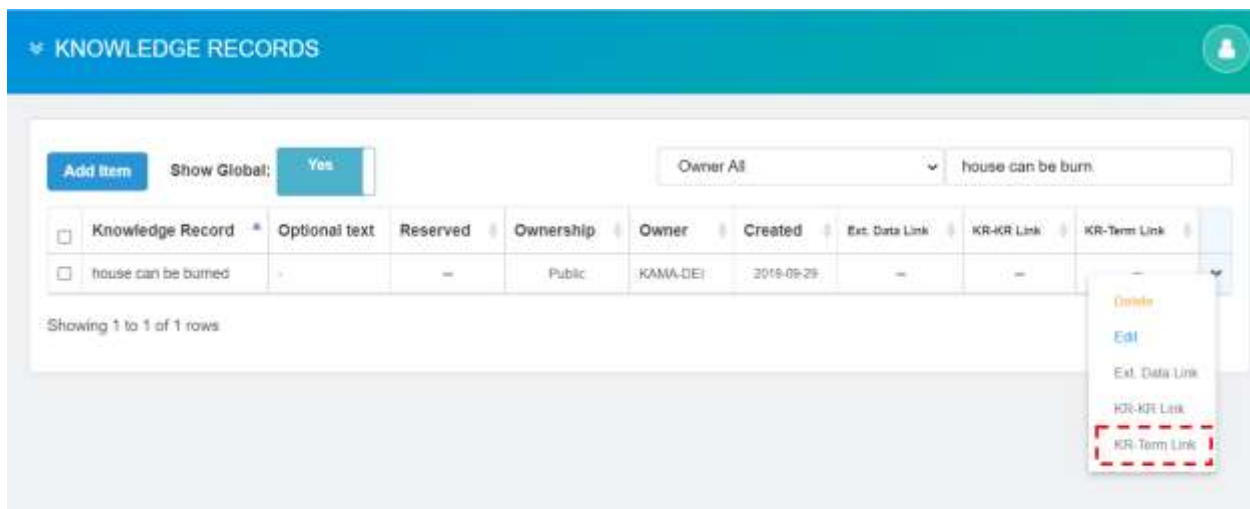
When looking to Link together two different Knowledge Records for various purposes supported by kama DEI like “has Value Rating Question” or a linked list of logical “has Options” for a linked solution set, the menu selection on the right-hand smart-menu pull-down used to read “Linking Term”. This has been renamed to KR-KR



The functionality of this is exactly the same as it has been in previous releases.

2. KR-Term Linking:

This is a new capability that will eventually support enhanced inference and interaction.



It is the ability to link a kama DEI KR to a Term. One application of this is to take a Knowledge Record and relate it to a 'super-Term' that implies the meaning of the Knowledge Record.

Knowledge Record	SuperTerm
house can be burned	house fire
person can lose job	job loss

Having stated that a KR can be linked to a Term through a relationship "has SuperTerm" is just one form of KR-Term linking. Other forms will be enabled in the future to drive other knowledge management and intelligence functions. For now, the new KR-Term linking capability does not drive specific new functionality in version 2.3.2. New features and functions using KR-Term linking will be rolled out in subsequent kama DEI releases.

For further clarity, the introduction of KR-Term linking is also the reason that Linking Term was renamed to KR-KR Linking in the notes on this menu name change in 1) above.

3. Improved Personality Value and Knowledge Rating searching:

The screens affected with this change are:

1. Personality Values and,
2. Personality Knowledge Rating

This change is for improved operation and search/look-up only. There is not change in functionality.

Previously, when looking for either a Personality Values or Personality Knowledge Rating, you could select your organization, and then pick “Persona” or “Personality” from the radio buttons on these two screens, and then kama DEI would populate the pull-down selection list on the right-hand side of the screen.

With the growing number of Personas and Personalities in kama DEI, this method caused an issue with the long lists of Personalities.

Searching for a Persona, which should accommodate most of your investigations and work, still operates similarly. The picklist will be pre-populated with your set of Persona.

However, if you need to look up a specific Personality, you may need to enter some search criteria in the search bar to narrow the search first and then pick you intended target.

The screenshot displays the 'PERSONALITY KNOWLEDGE RATING' interface. At the top, there is a search bar and a dropdown menu for 'Owner' set to 'Kama AI'. Below this, there are radio buttons for 'Persona' (selected) and 'Personality'. A text field shows 'Values for N.A. Enterprise Marketer'. A red dashed box highlights a dropdown menu with options 'Persona' and 'N.A. Enterprise Marketer', and a 'Select Persona' button. Below the search area, there are buttons for 'Add Knowledge Record' and 'Copy Title'. The main content is a table of knowledge records with columns for 'Created', 'Rating', and 'Personality'. The table lists various knowledge records such as 'TUP is a type of salt stress', 'acetylsalicylic acid can reduce headache', and 'air conditioning can reduce flu'. At the bottom, there is a pagination bar showing 'Showing 1 to 16 of 252 items' and a '10' items per page setting.

Knowledge Record	Created	Rating	Personality
TUP is a type of salt stress	2016-08-02 10:13:45	unknown	
acetylsalicylic acid can reduce headache	2016-08-02 10:13:45	unknown	
acetylsalicylic acid can reduce toothache	2016-08-02 10:13:45	unknown	
acid is a member of noun	2016-08-02 10:13:45	unknown	
Aspirin can reduce toothache	2016-08-02 10:13:45	unknown	
Aspirin Cold and Sinus Plus can reduce common cold	2016-08-02 10:13:45	unknown	
air conditioning can reduce flu	2016-08-02 10:13:45	unknown	
Aspirin can provide lodging	2016-08-02 10:13:45	unknown	
airplane can be capable of flight	2016-08-02 10:13:45	unknown	
airplane can contain passengers	2016-08-02 10:13:45	unknown	

4. “System Use Only” Term identification/look-up:

As you may remember, we use kama DEI Terms and Knowledge Records to drive certain functionality and behaviors of kama DEI. Examples of this is our ‘virtual table’ of “VALUES” stored in kama DEI were a Value for rating values are defined as “_____ is a member of VALUES”. In this case, we would have said that VALUES as a Term is a ‘system use Term’ but we never had a means of isolating these system terms from the common kama DEI Term ‘dictionary’. This could make it confusing to a user intended to build some general conversational support around “values” or other system used terms, they would see possible duplicates as shown below.



ID	Name	System Term	Reserved	Ownership	Owner	Created
2060	VALUES	✓	✓	Public	KAMA DEI	2019-03-01
43253	values	—	—	Public	KAMA DEI	2019-09-03
51702	kama DEI Values	—	✓	Protected	Kama AI	2019-03-06
51714	Personal Values	—	✓	Protected	Kama AI	2019-03-06
51715	Personality Values	—	✓	Protected	Kama AI	2019-03-06
51716	kama DEI Values work	—	✓	Protected	Kama AI	2019-03-06

With the introduction of System Use Term functionality, we now have the ability to differentiate, and ‘hide’ these system used Terms.

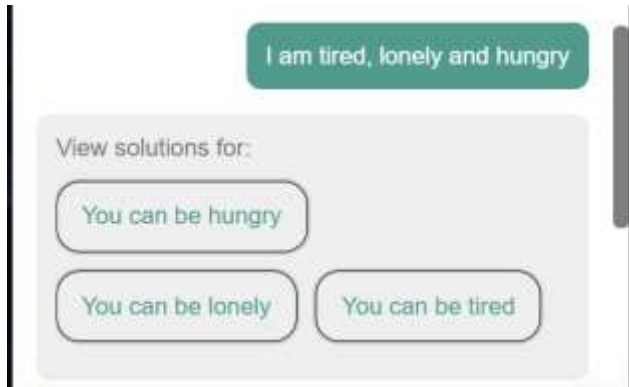
Generally, enterprise users would not need to create new system use terms, or even look for them but, but if you notice the new “Show System Only Terms” button, you will recognize what this is. If the “Show System Only Terms” button is turned to “Off”, you will not see system Terms link “VALUES” or “KR-KR LINKS”. If it is turned on, you will see them.

Further, when building Knowledge Records, you will not see these ‘System Only’ in the list of terms available to build Knowledge Records because those records are used only for the design of kama DEI.

5. Enhanced Conversation Flow for Problem and Solution Interaction:

Previously, kama DEI could detect multiple problems in an utterance BUT it reported on all of the solutions that it found. In a case of 1 problem with 1 solution, this was not an issue. However, if a number of problems inferred in an utterance, each have a number of solutions, this could become a confusing experience for a user.

In addition, we are continually improving our Natural Language Understanding (NLU) layer to better detect the multiple issues within an utterance.



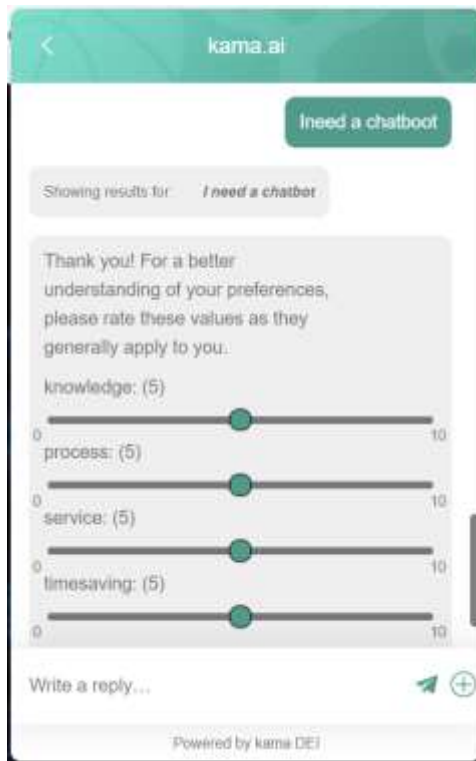
Above you can see that:

- 1) The NLU detected multiple issues or inferences in the utterance, but
- 2) kama DEI now reports on the multiple 'problems' it found, and lets the user pick which one they want to investigate first. **Note:** They can always pick the 'Back' button to investigate the others after getting the initial help they were looking for.

Please Note that this may affect some of your FAQ behaviors, especially if you have used Optional Text at the KR level to describe a 'Solution' in slightly different terms for your user; you may want to go back and apply similar Optional Text to the Problem KR now.

6. Enhanced Spelling and Grammar Processing:

Previously, kama DEI's chatbot had spell checking on a word by word basis as you entered text into the chatbot message field. This has now been upgraded to a entirely new spell check and grammar check that is much more robust.



In the example above you can see that the user types in 2 words that are joined plus a spelling mistake for “I need a chatbot”.

Now, kama DEI proceeds without further delay or interaction with the user to ‘show results for’ “I need a chatbot. We believe this new approach will both improve user speed and satisfaction of entering and getting appropriate responses from your Virtual Agent.

Note: If you notice that there are issues with these updates or any kama DEI functionality 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.**