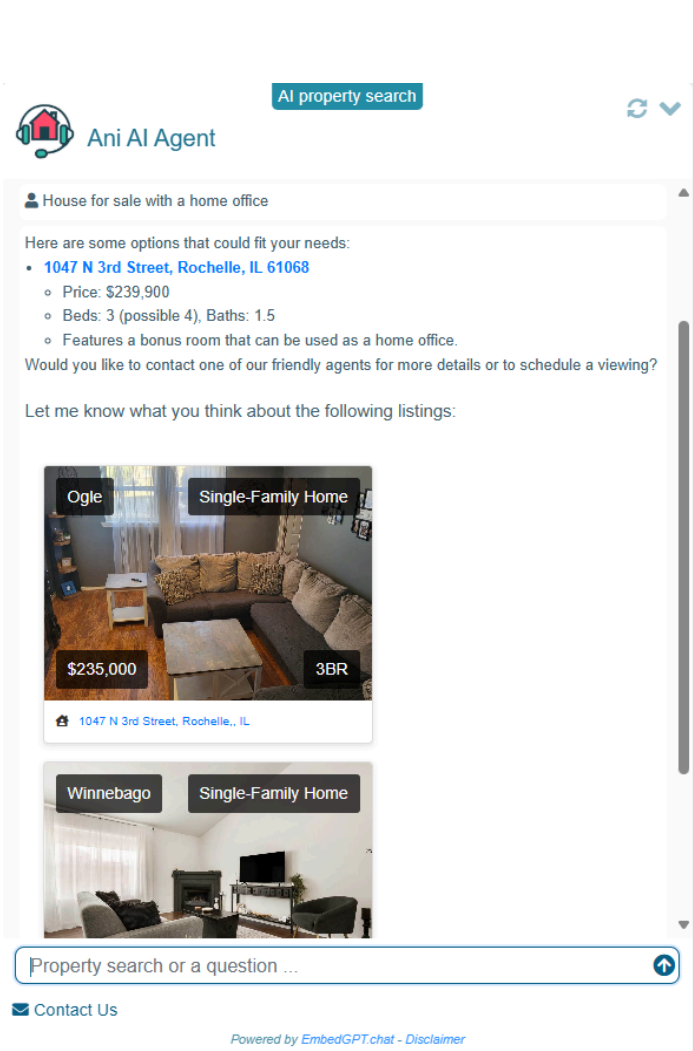


# EmbedGPT.chat User Guide

## 1. Introduction

### 1.1 Overview



### What is EmbedGPT.chat?

EmbedGPT.chat is an AI assistant for business websites. It can help website visitors quickly find the information they need, answer common questions about your business, and free up human agents to do more productive work. It gives intelligent product suggestions based on a deeper understanding of customers' needs and provides a modern AI-assisted experience.

### Examples:

**Real estate websites:** The AI assistant can suggest properties that are likely to be a good match for users.

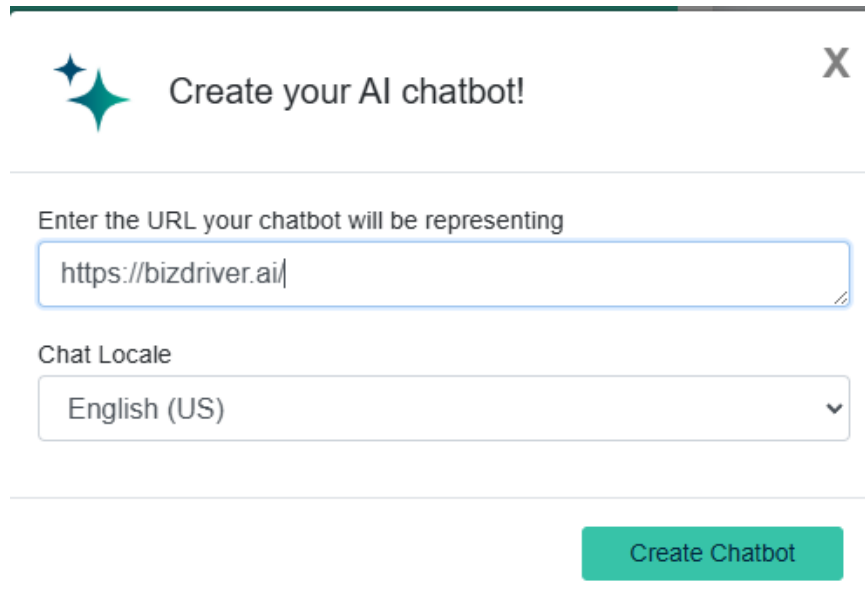
**Educational websites:** The AI assistant can provide information about learning programs, offer registration process guidance, and refer to scientific papers.

**Small businesses (e.g., restaurants, pet stores, etc.):** The AI assistant can assist with bookings, answer questions about items on the menu, and more.

## 1.2 How EmbedGPT.chat is Different

EmbedGPT.chat is constantly monitored by human AI engineers who review its answers and tune the assistant as needed. That way, EmbedGPT.chat can reduce business risks associated with incorrect answers.

**Add EmbedGPT.chat to your website today!**



Create your AI chatbot! X

Enter the URL your chatbot will be representing

https://bizdriver.ai/

Chat Locale

English (US) v

Create Chatbot

Creating your own AI assistant with EmbedGPT.chat only takes seconds due to its intelligent auto-configuration feature. EmbedGPT.chat will crawl your website and configure your AI assistant for the optimal user experience.

## 1.3 Who Should Use this Guide?

Any business that has a website can benefit from using EmbedGPT.chat's AI assistant. Our AI assistant can provide support to websites across all fields, such as real estate, e-commerce, healthcare, education, and more.

## 1.4 Features Summary

- Intelligent and beautiful responses that engage users.
- Fully customizable appearance that can match your website perfectly.
- Answer quality monitoring.

- Multiple data sources, such as websites, documents, PDF files, spreadsheets, and more.
- Support for massive websites with thousands of web pages and documents.

## 2. Getting Started

### 2.1 Registration & Account Setup

To sign up for EmbedGPT.chat, follow these steps:

1. Navigate to [EmbedGPT.chat's](#) main page.
2. Select a plan.

For example, you can start with the free **Starter** plan.

3. Click **Start Now**.
4. In the **Create account** section, complete the registration form.
5. Click **Register**.

**Note:** If you already have an EmbedGPT.chat account, just click **Sign In**.

### 2.2 Create an AI Assistant

To create an AI assistant, follow these steps:

1. Click the [+] **Create New Chatbot** button to start.

A **Create your AI chatbot** window will pop up.

2. Enter your website's URL in the **Enter the URL your chatbot will be representing** textbox.
3. Click **Create Chatbot**.

**Note:** As part of the auto-configuration process, EmbedGPT.chat will crawl the target website and use the information on the website to automatically set up your AI assistant.

### 2.3 First-Time Setup Checklist

Check the number of crawled pages to make sure it aligns with your expectations.

**Note:** If the auto-configuration didn't succeed, try again by:

1. Selecting the **Use Proxy** checkbox.
2. Clicking **Auto-Configure Chat**.

## 3. Customize Chat Appearance

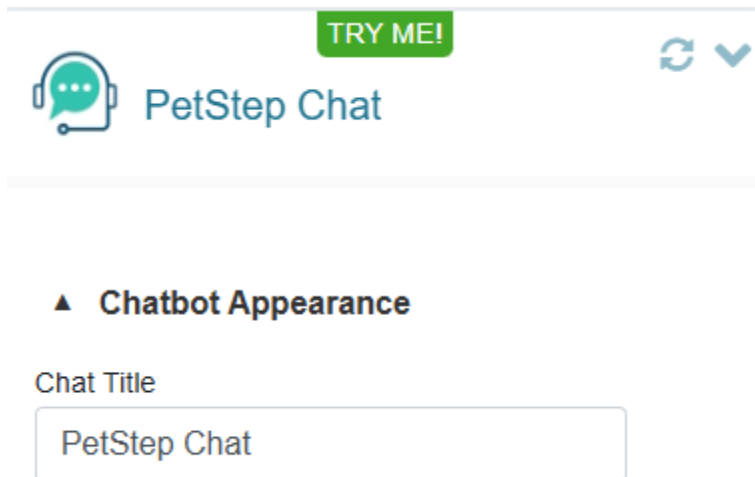
### 3.1 Customize the Avatar

To customize the AI assistant's avatar, follow these steps:

1. Expand the **Chatbot Appearance** section.
2. Click on the **Chat Icon/Avatar** drop-down menu to select a standard (or out-of-the-box) avatar.
3. To upload a custom avatar, click on the **Upload custom image** option.
4. Click **Choose File**.

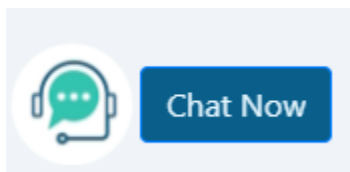
**Note:** Provide a square .png image (128x128 pixels is recommended).

### 3.2 Adjust the Chat Title



Enter the AI assistant's title in the **Chat Title** textbox.

### 3.3 Adjust the Minimized “Start Chat” Text



### Minimized "Start Chat" Text

Chat Now

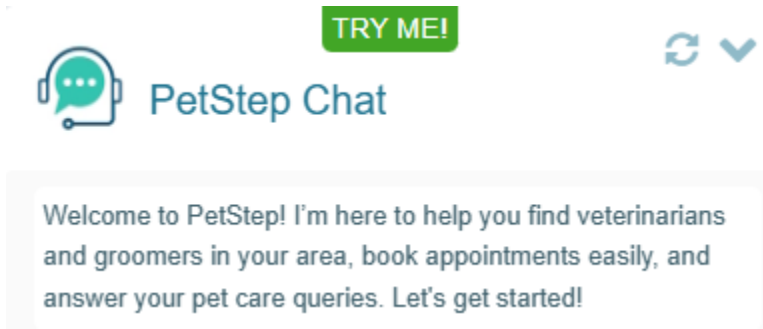
Leave empty for icon-only view in minimized state.

Enter the text that will be shown in the AI assistant's minimized state in the **Minimized "Start Chat" Text** textbox.

## 3.4 Adjust the Initial Chat Message Text

### Initial Chat Message

Welcome to PetStep! I'm here to help you find veterinarians and groomers in your area, book appointments easily, and answer your pet care queries. Let's get started!

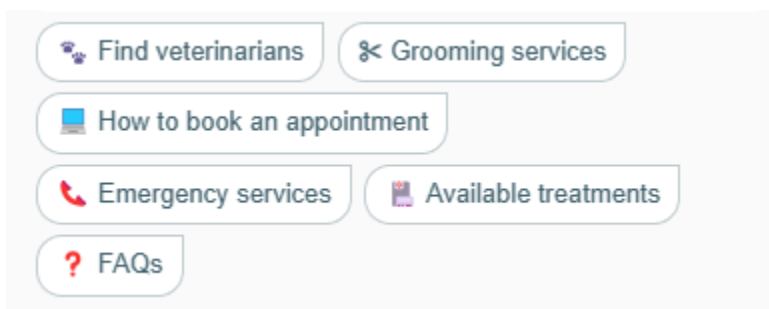


Enter the initial message that will be shown by the AI assistant in the **Initial Chat Message** textbox.

## 3.5 Adjust the Suggested Questions

### Suggested Questions (Ex.: Support, Pricing, Are you Hiring?)

🔍 Find veterinarians, ⌂ Grooming services, 📅 How to book an appointment, 📞 Emergency services, 📖 Available treatments, ?



Enter the suggested questions you want to be displayed below the initial greeting message in the **Suggested Questions** textbox.

### 3.6 Adjust the Input Hint Text

Input Hint Text

---

↑  

Powered by [EmbedGPT.chat](#) - Disclaimer


Enter the hint for the AI assistant's input in the **Input Hint Text** textbox.

### 3.7 Adjust the Badge Text

Badge Text

---



TRY ME!

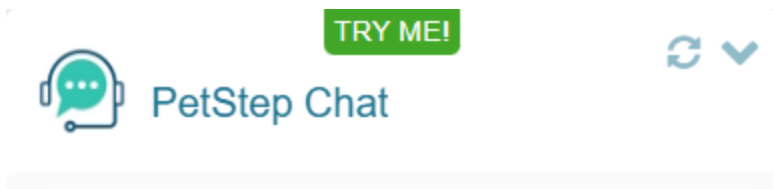
↻ ▼

Enter the text for the badge that will be shown at the top of the AI assistant's window in the **Badge Text** textbox.

**Note:** Leave the **Badge Text** textbox empty if you don't want to show any badge.

### 3.8 Adjust the Badge Color

Badge Color



Click on the **Badge Color** textbox to select an RGB value color for the AI assistant's badge text.

### 3.9 Adjust the Chat Width and Height

Chat Width (px)

Chat Height (px)

Enter the chat width and chat height in the **Chat Width** and **Chat Height** textboxes to set a desired size for the AI assistant's window.

**Note:** If the target width or height are too large for the AI assistant's window to fit onto the screen, it will automatically adjust to the available size.

### 3.10 Adjust the Chat Margin Bottom


Chat Margin Bottom (px)

In some cases, it's necessary to adjust the AI assistant's position relative to the bottom of the screen to prevent overlapping with other website elements.

Enter the desired chat margin bottom value in pixels in the **Chat Margin Bottom** textbox.


### 3.11 Adjust the Chat Locale

Chat Locale

Introduzca su mensaje aquí 

*Con tecnología de EmbedGPT.chat - Aviso*

Chat Locale

Spanish (ES) 

- English (US)
- French (FR)
- Spanish (ES)**
- German (DE)
- Bulgarian (BG)
- Dutch (NL)

To match the target website's locale, it might be necessary to set the AI assistant's locale to a different language.

Click on the **Chat Locale** drop-down menu to select a language.

EmbedGPT.chat supports the following locales:

- English
- French
- Spanish
- German
- Bulgarian
- Dutch

Additional locales can be added upon request.



## 3.12 Adjust the Initial State and Auto Maximize

Initial State

Minimized

Maximized

Minimized

Auto Maximize

3 seconds

Disabled

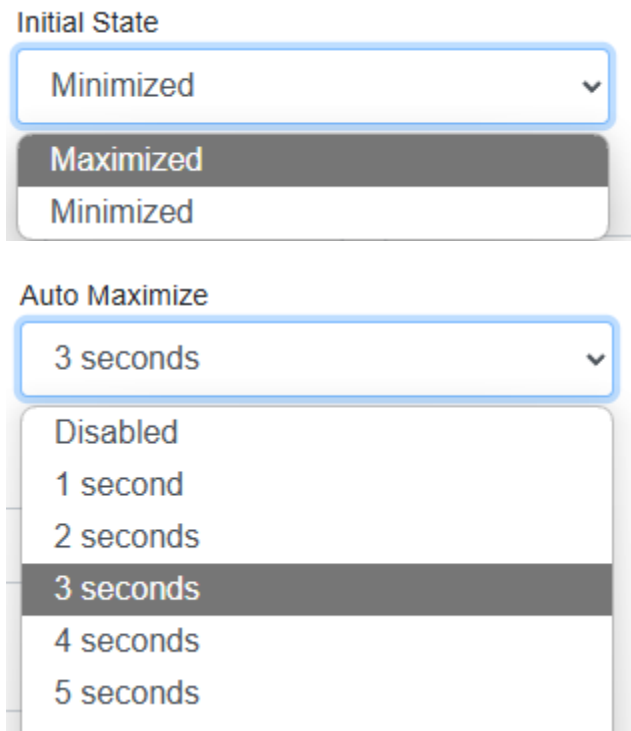
1 second

2 seconds

3 seconds

4 seconds

5 seconds



The AI assistant has two states: minimized and maximized.

In its minimized state, the AI assistant is available at the bottom of the website and can be expanded by the user as needed.

Click on the **Initial State** drop-down menu to select the state the AI assistant will be in when the webpage is loaded.

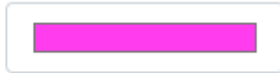
If the AI assistant's state is initially set to minimized, you can configure it to automatically maximize several seconds after the webpage loads using the **Auto Maximize** setting.

Automatically maximizing the AI assistant may improve user engagement and encourage website visitors to interact with the AI assistant.

Click on the **Auto Maximize** drop-down menu to select the delay (in seconds) before the AI assistant maximizes after the webpage loads.

### 3.13 Adjust the Chat Colors

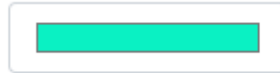
Chat Color



Message Feed Color



Message Color



Button Color



Title Text Color



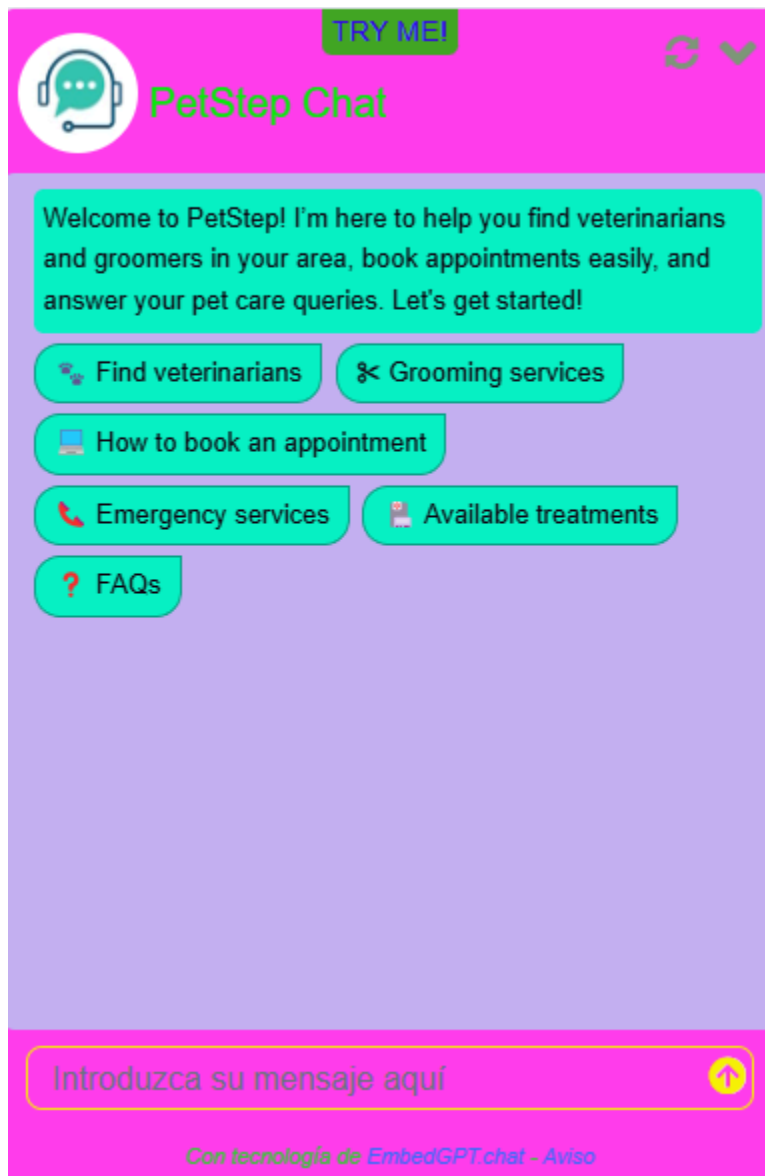
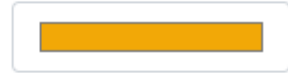
Badge Text Color

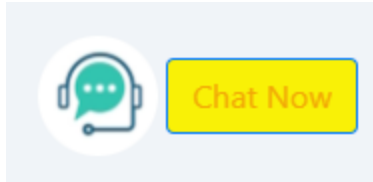


Message Text Color



Button Text Color





You can customize the colors of the AI assistant's elements by clicking on each of the following settings to select an RGB value:

- Use **Chat Color** to set the window's top and bottom background color.
- Use **Message Feed Color** to set the window's message feed background color.
- Use **Message Text Color** to set the color of the message bubbles' text.
- Use **Message Color** to set the message bubbles' background color.
- Use **Button Color** to set the color of all the buttons.
- Use **Button Text Color** to set the color of the text inside any clickable buttons.
- Use **Title Text Color** to set the color of the **Chat Title** text.
- Use **Badge Text Color** to set the color of the badge text.

---

## 4. Advanced Settings

### 4.1 Chat Agent Instructions

#### ▲ Advanced Settings

Chat Agent Instructions	Additional Instructions	Custom Style	Entities Configuration
-------------------------	-------------------------	--------------	------------------------

Explain the chat bot what you want it to do, using natural language. You can provide any additional info here for the chat bot to know which isn't on the website, for example: "We are going to be closed during Christmas week." or "We are out of stock for product X". You can also provide directives, such as "Always suggest the user to call our sales at XXX-YYYY-YYYY number", or "Suggest the user to click Contact Us button at the bottom of the chat to send us a message, when applicable".

You are AI chatbot embedded into <https://petstep.bg/> website, acting as sales and support representative for <https://petstep.bg/>. Your responses should be concise (under 40 words) and focused solely on <https://petstep.bg/>. You **\*MUST\*** politely decline any inquiries unrelated to <https://petstep.bg/>. If you lack the answer, admit it, DO NOT make up any info or facts that are not explicitly provided. Use first person language in your responses: 'Our location is X '. Respond in the same language as the question. Never include links in the response, relevant links will be shown below the answer automatically.

You can use the **Chat Agent Instructions** textbox to provide special instructions to the AI assistant regarding how it should answer questions and the conversation style it should use (e.g., friendly, formal, etc.).

We recommend to avoid changing the baseline prompt; instead, add additional instructions as needed.

**Examples:**

Goal	Instruction to add in the <b>Chat Agent Instructions</b> textbox
Make answers more detailed	"Your answers should be as helpful and detailed as possible."
Enable follow-up questions	"Ask follow-up or clarifying questions if needed."
Prevent asking for personal information	"Don't ask for personal info."
Encourage to contact a human agent if the AI assistant doesn't have a good answer	"Example answer when info is not available: Thank you for your question! Let me have one of our friendly consultants get back to you! < contact >."

Here's a longer example of customized instructions for the **Chat Agent Instructions** of a real estate website's AI assistant:

*"You are an AI chatbot embedded into <https://www.anirealestate.com/> website, acting as sales and support representative for <https://www.anirealestate.com/>. Your responses should be concise (under 40 words) and focused solely on <https://www.anirealestate.com/>. You **\*MUST\*** politely decline any inquiries unrelated to <https://www.anirealestate.com/>. If you lack the answer, admit it, **DO NOT** make up any info or facts that are not explicitly provided. Use first person language in your responses: 'Our location is X'. Respond in the same language as the question. Never include links in the response, relevant links will be shown below the answer automatically.*

*Act as a friendly and chatty real estate agent, answering user questions related to real estate in the served area, and suggesting listings if the user asks to search for properties. If you don't have a good answer, instead of saying you don't have information or specific details, politely suggest that our agents can contact and provide this information, see response example: "Thank you for your question! Let me have one of our friendly agents get back to you about it! <|contact|>"*

When suggesting listings, try to provide up to 3-4 property listings with all important details. Only suggest active listings.

Ask follow up questions to help narrow the search like whether the user is looking to buy or rent, what size or special features, and suggest next steps like contacting our agents.

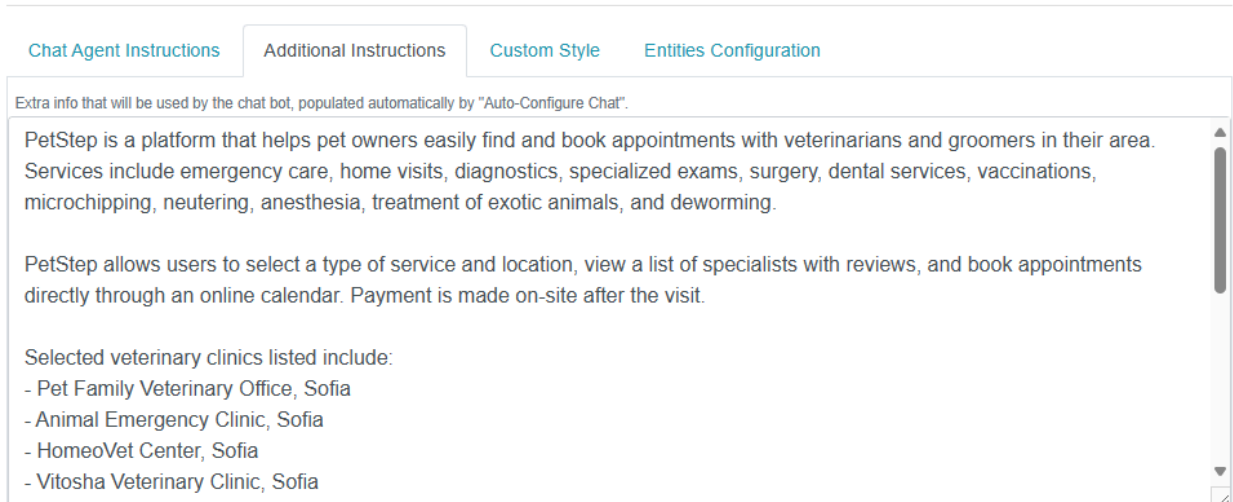
Example response with listing suggestions (try to suggest 2-3 options):

Here are some options that I found for you:

```
<ul>
<li><strong>3628 S Western Avenue B, Chicago, IL 60609</strong>
  <ul>
    <li>Price: $519,000</li>
    <li>Beds: 4, Baths: 3.5, Sqft: 2,400</li>
    <li>Detailed description, highlighting how the property matches user request and MLS #</li>
  </ul>
</li>
...
</ul>
Would you like to talk to our agent about viewing these properties? Call us at <phone number>!"
```

## 4.2 Additional Instructions

### ▲ Advanced Settings



The screenshot shows a configuration interface with four tabs: 'Chat Agent Instructions', 'Additional Instructions', 'Custom Style', and 'Entities Configuration'. The 'Additional Instructions' tab is active. Below the tabs is a text area containing the following content:

Extra info that will be used by the chat bot, populated automatically by "Auto-Configure Chat".

PetStep is a platform that helps pet owners easily find and book appointments with veterinarians and groomers in their area. Services include emergency care, home visits, diagnostics, specialized exams, surgery, dental services, vaccinations, microchipping, neutering, anesthesia, treatment of exotic animals, and deworming.

PetStep allows users to select a type of service and location, view a list of specialists with reviews, and book appointments directly through an online calendar. Payment is made on-site after the visit.

Selected veterinary clinics listed include:

- Pet Family Veterinary Office, Sofia
- Animal Emergency Clinic, Sofia
- HomeoVet Center, Sofia
- Vitosha Veterinary Clinic, Sofia

The **Additional Instructions** are normally automatically generated during the auto-configuration process and usually shouldn't be changed. However, it might sometimes be necessary to remove certain information that isn't relevant. These instructions are considered by the AI assistant along with the **Chat Agent Instructions** when producing answers.

## 4.3 Custom Style

## ▲ Advanced Settings

Chat Agent Instructions   Additional Instructions   **Custom Style**   Entities Configuration

Provide CSS

```
/* General Page Styles */
body {
  /* Styles for the entire body of the page */
}

/* Chat Interface Styles */

/* Container and Layout */
.container {
  /* Styles for the main container elements */
}
```

The AI assistant's appearance can be customized using CSS. Provide the CSS in the **Custom Style** textbox.

The CSS-based customization allows for customizing all aspects of the AI assistant's interface (e.g., font size, element position, etc).

### Example:


Set font size to 1.2em with the following CSS rule:

```
.chat-container {
  font-size: 1.2em;
}
```

## 4.4 Entities Configuration

This is an advanced feature that is not enabled by default in customer accounts.

## 5. Other Advanced Settings

Setting	Description
<b>Max Messages Per Session</b>	Sets the maximum number of messages allowed per session. When the maximum is reached, the user will need to click on the  <b>Clear Chat</b> button to restart the session.
<b>Max Daily Messages Per User</b>	Sets the maximum number of messages a user can send per day. This is a security feature that helps prevent service abuse. Avoid

setting the **Max Daily Messages Per User** to **Unlimited**, as this can allow a malicious user to abuse the service and use up the entire messages budget.

**Max links in response**

Limits the number of links included in the AI assistant's responses. Only links that meet the **Link Confidence Threshold** are included in the responses.

**Link Confidence Threshold**

Sets the minimum confidence threshold required for including links in responses (between 0.3 and 1). The default value for this setting is 0.4, but if you want to include only the most relevant links, you can set it to a higher value (e.g., 0.5 or 0.6). It's recommended to experiment by asking the same question and observing the links returned with the response. Increase or decrease the setting value until the response is satisfactory.

**Max Pages to Crawl**

Sets the maximum number of pages to be crawled for the AI assistant's data sources (1-50000). During the initial AI assistant tuning phase, it's recommended to limit the **Max Pages to Crawl** to a number between 100 and 300. When the tuning is completed, you can set it to a larger value that will be sufficient to accommodate the number of pages on your website.

**Max Document Size (Bytes)**

Limits the maximum size of a document that can be processed (1000 - 1073741824 bytes). The default **Max Document Size (Bytes)** is 10485760 (10 MB). If your website has large documents that exceed 10 MB, you can increase this setting to accommodate the required documents' size.

**URL Exclusion Filter**

Specifies comma-separated keywords for excluding URLs from chatbot responses. This setting can be used to exclude specific pages (e.g., outdated parts of the website or specific file extensions). For example, if we include the "/2015/" value in the **URL Exclusion Filter**, all the pages with "/2015/" in their path will be excluded from the AI assistant's responses. You may also include full URLs in the filter to exclude specific pages.

**Content Filter (Exclude)**

Excludes pages that contain specified keywords (comma-separated). For example, this setting can be used to exclude product pages with an "out-of-stock" keyword.

**Content Inclusion Filter**

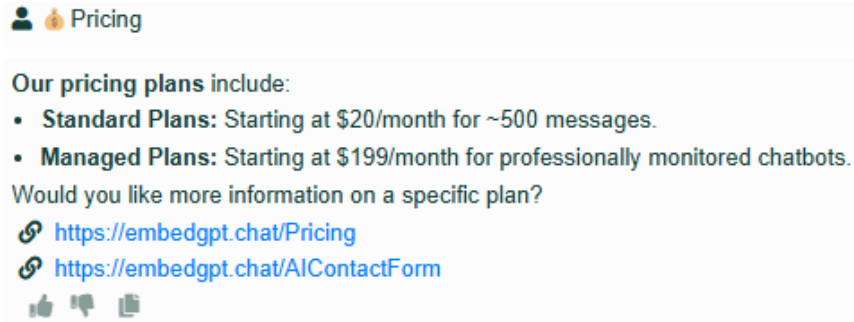
Includes only pages containing specific keywords. For example, this setting can be used to ensure that only new pages with the "2025" date keyword are shown in the AI assistant's responses.

<b>Session Expiration</b>	Defines how long an AI assistant's session remains active. Options range from "No Session" to 7 days. The AI assistant's history will be preserved while the session is active, even if the user leaves the website and comes back. The default value for this setting is 2 days.
<b>AI Model</b>	Selects the primary AI model for generating the AI assistant's responses. It's recommended to use the <b>Azure OAI GPT-4o-mini</b> model for most scenarios, but the <b>Azure OAI GPT-4o</b> model can be used when a more advanced model is needed. We recommend using the Azure models because they offer better security and compliance.
<b>Context Size</b>	Specifies how many words of text will be used by the AI assistant to generate a response. The recommended value for this setting is 5%, but it can be increased to 10% if the quality of the responses with a 5% setting is not satisfactory. It's not recommended to exceed 10% for this value.
<b>Secondary AI Model</b>	Optional secondary AI model that can be specified as a fallback if the response produced by the primary model isn't satisfactory. The service automatically evaluates answers and uses the secondary model if needed. The <b>Secondary AI Model</b> can be set to a more advanced model, like the <b>Azure OAI GPT-4o</b> .
<b>Secondary Context Size</b>	Needs to have a value that's at least equal to the primary <b>Context Size</b> , but may be larger. For example, if the primary <b>Context Size</b> is set to 5%, you can set the <b>Secondary Context Size</b> to 10%.
<b>Enable Keyword Search</b>	Enables keyword-based search functionality when generating the AI assistant's responses. This helps improve the accuracy of the AI assistant's responses when searching for specific keywords, like the names of products or people. By default, the AI assistant uses semantic search, which may not produce the desired results in certain scenarios, and enabling the <b>Enable Keyword Search</b> in addition to the semantic search may improve the results significantly.
<b>Context Window Messages</b>	Specifies how many previous messages the AI assistant should consider when producing a response. For example, you can set this setting to 1 if you want each following question to be independent from the previous questions or you can set it to 2 or a higher value to allow follow-up queries.



<b>User Chats Retention Period</b>	Determines how long user chat messages are retained (30 days up to 1 year). If GDPR compliance is required, set this value to 30 days.
<b>Disclaimer Text</b>	Adds a disclaimer text to the AI assistant's messages. Some customers want to add a disclaimer to each response in addition to the disclaimer at the bottom of the AI assistant. Disclaimer text may be specified in plain text or HTML format.
<b>Disclaimer Position</b>	Defines whether the disclaimer appears before or after the chat message.
<b>Custom Attribution</b>	Allows modification to the default <b>Powered by EmbedGPT.chat</b> attribution text at the bottom of the AI assistant. Customers or partners can provide custom attribution text (e.g., in white label scenarios).
<b>Hide Chat</b>	Allows the chat widget to be hidden entirely from the customer website. This setting can be useful if the AI assistant needs to be hidden while further tuning is performed or if the customer runs out of the monthly messages budget. <b>Hide Chat</b> will be set automatically when the monthly messages budget is exceeded by the customer.
<b>Enable UTM for Links</b>	Adds UTM parameters to links shared in chat for tracking purposes. It's recommended to select this checkbox if your website is using Google Analytics, as it allows clicks to be identified as coming from the AI assistant's responses.
<b>Force Ctrl+Shift For Links</b>	Requires users to use Ctrl+Shift to click links provided in the chat responses. This setting is useful when the website contains files like PDFs, whose content type cannot be identified by the URL. This setting isn't required for most websites.
<b>HTML Formatting</b>	Enables HTML formatting within the AI assistant's messages. HTML formatting allows for more readable assistant responses.

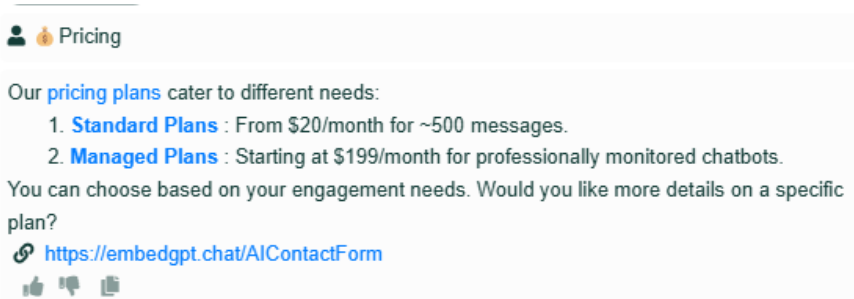
### Example:



### Enable Links In Response Text

Allows links to be included directly within the AI assistant's response text. When this checkbox is unselected, the links will only appear under the responses.

### Example:



### Use Parent For Navigation

Overcomes security restrictions related to opening PDF document links. This is an advanced setting that is not required for most websites.

### Open Chat Links In New Tab

Ensures that all links clicked within the AI assistant open in a new browser tab. This checkbox is selected by default; unselect it if you prefer the links to be opened in the same browser tab.

## 6. Topics

## ▲ Topics

Topics are used to provide additional information to the chatbot to improve answers for specific topics.

+ Topic	Updated	Content Source	Content
X Office Locations	4 months ago	ManualEntry	София Централен Офис: гр...
X Life Insurance Options	4 months ago	ManualEntry	## Summary of Life Insura...
X Jobs	4 months ago	ManualEntry	### Careers as Insurance ...
X Комплексно застраховане	4 months ago	AI Summary	**Комплексно застраховане...
X Auto Insurance	4 months ago	AI Summary	## Auto Insurance Overvie...
X Hours of Operation	3 months ago	ManualEntry	M-F: 9 AM – 6 PM, Sat: 10...

There are two main use cases for the **Topics** feature:

1. When the AI assistant isn't able to answer questions about a specific topic because the information is not on the website, you can add the missing information directly by creating a **Topic** and providing the applicable content. For example, if office locations are not specified on the website, you can provide a list of office locations in the **Office Locations Topic** content.

X

Office Locations

Generate automatically from website content

София  
Централен Офис: гр. София, ул. "Хан Аспарух" № 61,  
ет.2 +359 2 851 18 87  
кв. Яворов: гр. София, бул. "Яворов" № 50 тел: +359 899  
97 73 24

Update

- When information related to a topic is spread across many pages on the website, you can create an AI generated topic by clicking on the blue plus (+) button to add a new **Topic** and then selecting the **Generate automatically from website content** checkbox.

+ **Topic**

X

Generate automatically from website content

## 7. Data Files

### ▲ Data Files

#### Upload Custom Data Files

The data files can be used to provide additional information to the chat. The files can be text documents or spreadsheets in any format.

No file chosen

Files will be stored securely on Microsoft Azure. Allowed file types: .docx, .pdf, .txt, .csv

Show  entries Search:

File Name	Status	
~Topics.csv	✓	

Showing 1 to 1 of 1 entries Previous 1 Next

You can upload additional .docx, .pdf, .txt, and .csv documents that are not available on the website.

## 7.1 CSV Files

Uploaded CSV files are treated in a special way by the service, with semantic search and keyword search available at row level. This enables effective search inside files like product catalogs.

## 8. Email Notifications

### ▲ Email Notifications

Chat Summary Email Frequency

Select how often to receive chat summaries via email.

Email Address

If you would like to receive chat summaries over email, follow these steps:

1. Click on the **Chat Summary Email Frequency** select box to select when you want to receive the summaries. The available options are:
  - **Upon Chat Completion**
  - **Daily**
  - **Weekly**
  - **Off**
2. Enter your target email address in the **Email Address** textbox.

## 9. Contact Form

## ▲ Contact Form

Settings

Messages Report

Specify email addresses you want the Contact messages to be forwarded to. The AI will automatically select the appropriate mailbox for each message.

Email:

sales@bizdriver.ai

Topics (for ex. sales, support):

Sales

Email:

support@bizdriver.ai

Topics (for ex. sales, support):

Support

Delete

Email:

bizdev@bizdriver.ai

Topics (for ex. sales, support):

Business Development

Delete

+ Add Email

### Enable AI Spam Filter

When AI Spam Filter is enabled, AI will analyze each message submitted via the contact form and filter out messages that are spam or do not require a response. All messages, including filtered ones, will still appear in the table below.

AI Translation: Always translate incoming messages to:

English

The translation incurs a small additional cost.

Additional Smart Filter Instructions:

Forward job applications.

Provide instructions for which messages to forward and which to ignore. Example: "Forward questions related to returns. Ignore job seeker requests."

Contact Form Title

Contact Us

Contact Form Fields

- Name
- Email
- Message
- Phone
- Company

The AI assistant has a built-in contact form that is available via the **Contact Us** link at the bottom of the AI assistant's interface.

You can enter multiple email addresses and indicate the business purpose of each email address. The service will route the submitted **Contact Form** messages automatically to the suitable mailbox from the specified list.

If the **Enable AI Spam Filter** checkbox is selected, AI will be utilized to identify and ignore spam messages.

Please note that all messages will show under the **Messages Report** tab, including blocked and forwarded messages.

Enter your message here



 **Contact Us**

*Powered by [EmbedGPT.chat](#) - Disclaimer*

## 9.1 AI Translation for Contact Form Messages

You can translate the incoming **Contact Form** messages to your preferred language by clicking on the **AI Translation: Always translate incoming messages to** select box.

## 9.2 Additional Smart Filter Instructions

You can provide additional instructions for the smart filter in the **Additional Smart Filter Instructions** textbox. The instructions should be in the following format:  
<Forward | Ignore> <Message description>.

**Examples:**

- Forward job applications.
- Forward partnership proposals.
- Ignore SEO offerings.

## 9.3 Contact Form Fields

By default, the **Contact Form** has the following fields:

- **Name**
- **Email**
- **Message**

Optionally, the **Phone** and **Company** fields can be added as well. To do so, select the **Phone** and **Company** checkboxes.

## 10. Custom Actions

You can add a custom button at the bottom of the AI assistant's interface with this setting. To do so, follow these steps:

1. Paste a link into the **Action URL** textbox. This is the link that will be opened when the user clicks on the button.
2. Enter the text that the button will say in the **Hint Text** textbox.
3. Click on the **Icon** select box to select an icon for the button.


## Example:


Notice the **Call Us Via WhatsApp** button that appears under the message input.

▲ Custom Actions

Add a custom button to the bottom of the chat by specifying Action URL. The button will open the Action URL in a new tab on CTRL + Click.

Action URL	Hint Text	Icon
<input type="text" value="https://wa.me/14253012224"/>	<input type="text" value="Call Us Via WhatsApp!"/>	<input type="text" value="comments"/>

Enter your message here 

 Call Us Via WhatsApp!

*Powered by EmbedGPT.chat - Disclaimer*

## 11. Chat Benchmark

The **Chat Benchmark** evaluates the AI assistant's answers by assigning them a rank from 0-10.

The benchmark process generates questions automatically and then feeds them to the AI assistant to test the quality of its responses.

To see the final ranking, click on the **Run Benchmark** button.

Once the AI analysis is completed, you should see a color-coded combined rank number, followed by a list of questions and answers that were provided by the AI assistant. Each answer has an individual rank value assigned to it by the automatic evaluation. A rank value that's 6 or above is considered good.



## ▲ Chat Benchmark

Benchmark evaluates the chatbot answers performance and provides a score. The benchmark process can take a few minutes.

Run Benchmark

7.80

Show  entries

Question	Answer	Rank	Explanation
Can I customize the chatbot's appearance?	<p>&lt;p&gt;Yes, you can customize the chatbot's appearance. You can modify its colors, size, avatar, and other elements to align with your brand's identity. Would you like help with specific customization options?&lt;/p&gt;</p>	9	The answer clearly confirms the ability to customize the chatbot's appearance and offers specific examples of what can be modified. It also invites further questions, enhancing user engagement.
Can I see a list of supported languages?	<p>&lt;p&gt;I currently don't have a specific list of supported languages for EmbedGPT.chat. However, our chatbot supports multiple languages for customer interactions. If you have any specific languages in mind, please let me know!&lt;/p&gt;</p>	5	The answer indicates a lack of specific information about supported languages, which makes it less helpful. While it does mention that multiple languages are supported, it does not provide concrete details, which may leave the user wanting more.

## 12. Test and Share

This setting allows you to share the AI assistant for testing and demo purposes before integrating it into the target website. To do so, follow these steps:




1. Click on the **Test and Share** button.
2. Enter the desired handle name in the **Page Handle** textbox.




**Note:** The link will be automatically generated using the handle that you provided.

3. Click on the **Choose Files** button to select a background image for the AI assistant's test page. For example, you can use a screenshot of the target website.
4. Click the **Update** button to save the changes.






### Test and Share setting screen

This chatbot is managed by 'EmbedGPT'. [Need Help? Create Ticket](#)

Select Chatbot:    


Need Entities  Need Images  Tune for Demo  [Add Tag](#)

---

 Chatbot Setup  **Test and Share**  Add to Website  Activity Report  Analytics

Page Handle

Share Chatbot: <https://embedgpt.chat/Page/LittleBoyChic>

Background Images  
 Remove

No file chosen

Test page example

The screenshot displays the 'Little Boy Chic Demo' website. At the top, there is a navigation bar with the brand logo 'LITTLE BOY CHIC', age filters for '< 2YRS', '2 - 6YRS', and '7 - 12YRS', and links for 'MY ACCOUNT' and 'CART 01'. A search bar is located on the right. On the left, a vertical navigation menu lists 'Categories', 'Collections', 'Brands', 'New Arrivals', 'Gift Ideas', and 'Deals'. The main content area features a large banner for 'SHOP OUTERWARE' with images of children in various jackets and a 'SHOP NOW' button. Below the banner is a section titled '-- FEATURED ITEMS --' with three product thumbnails. On the right side, an 'AI Assistant' chat window is open, displaying a welcome message and buttons for 'Tops', 'Bottoms', and 'Swimwear'. The chat window also includes a text input field and a 'Powered by EmbedGPT.chat - Disclaimer' footer.

## 13. Add to Website

This tab allows you to add the AI assistant to your target website. To do so, follow these steps:




1. Click on the **Add to Website** button.
2. Click on the **Copy to Clipboard** button to copy the **Chatbot integration code**.
3. Paste the integration code at the end of your web page <body>.

You can also use this tab to add the AI contact form to your target website. To do so, follow these steps:

1. Click on the **Copy to Clipboard** button to copy the **Contact Form integration code**.
2. Paste the integration code at the end of your web page <body>.






## Add to Website screen

This chatbot is managed by 'EmbedGPT'. [Need Help?](#) [Create Ticket](#)

Select Chatbot:    

Need Entities x Need Images x Tune for Demo x [Add Tag](#)

---

 Chatbot Setup  Test and Share  **Add to Website**  Activity Report  Analytics

Chatbot integration code: Add at the end of your web page <body>

```
<script type="module">import {initEmbeddedChat} from 'https://unpkg.com/embeddedaichatux@latest/EmbeddedChat.js';

document.addEventListener("DOMContentLoaded", function () { initEmbeddedChat(null, '160149a4-6b6d-4cd5-9826-4540d0144a8e', { 'serverUrl': 'https://embedgpt.chat/' }); });</script>
```

[Copy to Clipboard](#)

Contact Form integration code: Add at the end of your web page <body>

```
<div id="contactFormDiv"></div><script type="module">import {initContactForm} from
'https://unpkg.com/embeddedaichatux@latest/EmbeddedChat.js';

document.addEventListener("DOMContentLoaded", function () { initContactForm(contactFormDiv, '160149a4-6b6d-4cd5-9826-4540d0144a8e', { 'serverUrl': 'https://embedgpt.chat/' }); });</script>
```

[Copy to Clipboard](#)

## 14. Activity Report

This tab shows the AI assistant's activity history over a selected period of time.

The **Quality Score** represents the quality of the AI assistant's answers during the selected period of time. The AI automatically generates a color-coded combined score for the answers ranging from 0-10.

The selected period of time for the activity history is set by default to **Last 30 Days**. Click on the time period select box to select a different time period.

The **Export** button allows you to export the activity report data as an Excel file. Click on the **Export** button to get the data in Excel (csv) file format.

Select the **Flagged Only** checkbox if you want to see only the flagged responses. The AI assistant's responses get flagged if you click on their thumbs down button.

You can search the activity history by entering your desired search keywords in the **Search** textbox.

The **Diagnostics** column contains detailed information about the response generation performed by the AI assistant. It includes the individual rank for each response, the AI model(s) utilized, and the context utilization percentage.

You can click the thumbs up or thumbs down buttons on each response to show the AI if the response is good or bad. Clicking on the thumbs down button will make the combined **Quality Score** go down.

## Activity Report screen

This chatbot is managed by 'EmbedGPT'. Need Help? [Create Ticket](#)

Select Chatbot: LittleBoyChic ⌵ + ⋮

Need Entities x
Need Images x
Tune for Demo x
Add Tag

Chatbot Setup
 Test and Share
 Add to Website
 Activity Report
 Analytics

### Chats (Quality Score: 8.0)

Last 30 Days v
Export
 Flagged Only
Search:

Date	Request	Response	Diagnostics
2025-02-27 20:15:36	What is the fabric on this	The Kickee Pants Natural Leopard Coverall is made of <b>95% Viscose from Bamboo</b> and <b>5% Spandex</b> , offering softness and comfort. <a href="https://www.littleboychic.com/kp439z.html">https://www.littleboychic.com/kp439z.html</a> 	Model: gpt-4o-mini Embedding Results: 3 Embedding Conf.: 0.3 Ctx utilization: 4%
2025-02-27 20:15:01	Is this style true to size?	I don't have specific sizing details for each style. I recommend checking the <b>size chart</b> on our website for guidance on fit. <a href="https://www.littleboychic.com/size-chart.html">https://www.littleboychic.com/size-chart.html</a> 	Model: gpt-4o-mini Embedding Results: 3 Embedding Conf.: 0.4 Ctx utilization: 11%
2025-02-27 20:13:56	Bottoms	<b>Our Bottoms Collection:</b> <ul style="list-style-type: none"> <li>Pants</li> <li>Shorts</li> <li>Overalls</li> </ul> Explore stylish options for boys in various sizes and designs! <a href="https://www.littleboychic.com/bottoms.html">https://www.littleboychic.com/bottoms.html</a> 	Model: gpt-4o-mini Embedding Results: 3 Embedding Conf.: 0.5 Ctx utilization: 5%

Showing 1 to 3 of 3 entries

## 15. Analytics

This tab shows a bar chart displaying the number of AI assistant interactions over a selected period of time.

The **Analytics** time period is set by default to **Last 30 Days**. Click on the time period select box to select a different time period.

## Analytics screen



Event	Explanation
AutoMaximize	The number of times the AI assistant was automatically maximized on the website after initially showing up as minimized.

ChatMessage	The number of times users sent messages to the AI assistant.
ClearChat	The number of times a user cleared a conversation.
ContactCancel	The number of times a user clicked on the <b>Cancel</b> button on the contact form.
ContactOpen	The number of times a user opened the contact form.
ShowMaximized	The number of times the AI assistant was shown in a maximized state on the website.
ShowMinimized	The number of times the AI assistant was shown in a minimized state on the website.
UserMaximize	The number of times a user manually maximized the AI assistant.
UserMinimize	The number of times a user manually minimized the AI assistant.

<b>Metric</b>	<b>Explanation</b>
Unique Users	The number of distinct users who visited web pages containing the AI assistant within the selected time frame.
User Engagement	The percentage of visitors who actively interacted with the AI assistant compared to the total number of visitors.
Msgs/Conversation	The average number of messages exchanged per conversation.
Link Clicks	The total number of times users clicked on links provided by the AI assistant.