

BizDriver.ai User Guide

Version: v12

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For more info: Contact BizDriver.ai (info@bizdriver.ai)

1. Introduction

1.1 Overview

What is BizDriver.ai?

BizDriver.ai 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 business websites (e.g., restaurants, pet stores, etc.): The AI assistant can assist with bookings, answer questions about items on the menu, and more.

Figure 1: AI assistant example



Ask me anything!



Punta Cana AI Assistant

💡 Here are some beachfront apartments you might love:

- **Cozy Family Apartments – Directly on Bavaro Beach**

- **Price:** \$199 per night
- **Guests:** 5 | **Bedrooms:** 3 | **Beds:** 3 | **Bathrooms:** 2
- Steps from the beach, free WiFi, and parking!
- **Consultant:** Nadiia | **Contact:** [WhatsApp](#)

- **Incredible Beach Condo Elite Suite D3**

- **Price:** \$197 per night
- **Guests:** 4 | **Bedrooms:** 2 | **Beds:** 2 | **Bathrooms:** 2
- Beachfront, modern amenities, and close to restaurants!
- **Consultant:** Alex | **Contact:** [WhatsApp](#)

- **Incredible Ocean View Beach Condo 3 Bedroom E3**

- **Price:** \$238 per night
- **Guests:** 6 | **Bedrooms:** 3 | **Beds:** 4 | **Bathrooms:** 2.5
- Stunning views, pool access, and family-friendly!
- **Consultant:** Reichell | **Contact:** [WhatsApp](#)

🗨️ Would you like to book one of these, or should I find more options for you?



🔗 [Bavaro Beach In Punta Cana - Apartments And Condos For Rent 2025](#)

🔗 [Apartments For Rent In Punta Cana In \[Year\] - Long & Short Term Rentals](#)



Quiet and Cozy Family Apartments for Rent – Directly on the Bavaro Beach, Punta Cana

Guests: 5 guests • Bedrooms: 3 bedrooms • Beds: 3 beds •

Search properties or ask a question ...

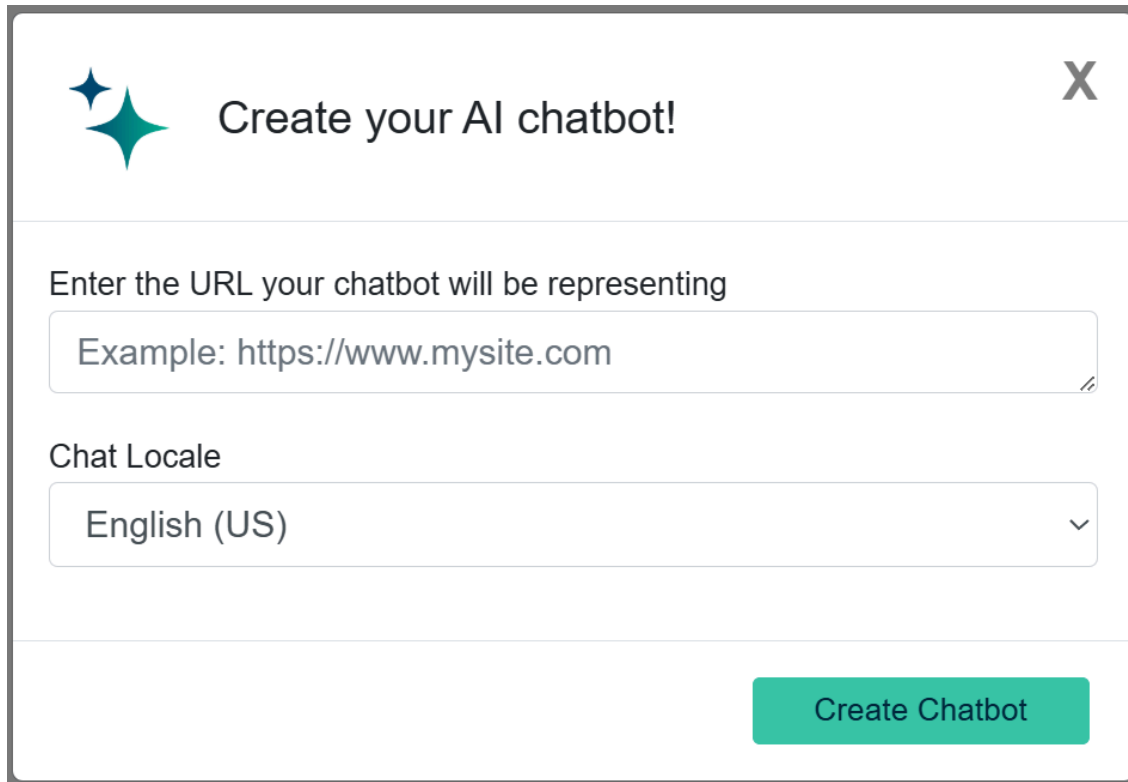



1.2 How BizDriver.ai is Different

BizDriver.ai is constantly monitored by human AI engineers who review its answers and tune the assistant as needed. That way, BizDriver.ai reduces business risks associated with incorrect answers.

Add BizDriver.ai to your website today!

Figure 2: AI assistant creation wizard



 Create your AI chatbot! X

Enter the URL your chatbot will be representing

Example:

Chat Locale

▼

[Create Chatbot](#)

Creating your own AI assistant with BizDriver.ai only takes seconds due to its intelligent auto-configuration feature.

BizDriver.ai 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 BizDriver.ai'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

BizDriver.ai's key features include:

- 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 BizDriver.ai, follow these steps:

1. Navigate to [BizDriver.ai'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 BizDriver.ai 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, BizDriver.ai 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.

Figure 3: AI assistant title

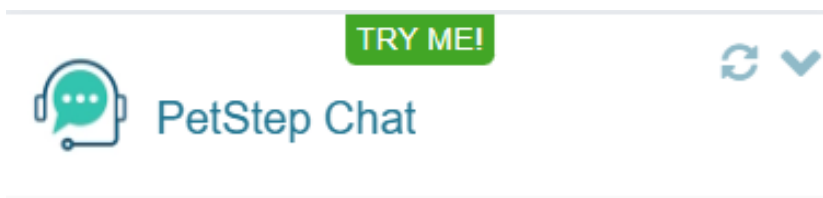


Figure 4: Chat Title input

▲ Chatbot Appearance

Chat Title

PetStep Chat

3.3 Adjust the Minimized “Start Chat” Text

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

Figure 5: Minimized AI assistant

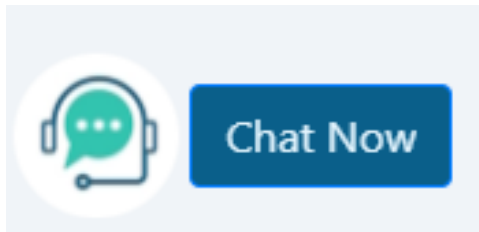


Figure 6: Minimized AI assistant button text input

Minimized "Start Chat" Text

Chat Now

Leave empty for icon-only view in minimized state.

3.4 Adjust the Initial Chat Message Text

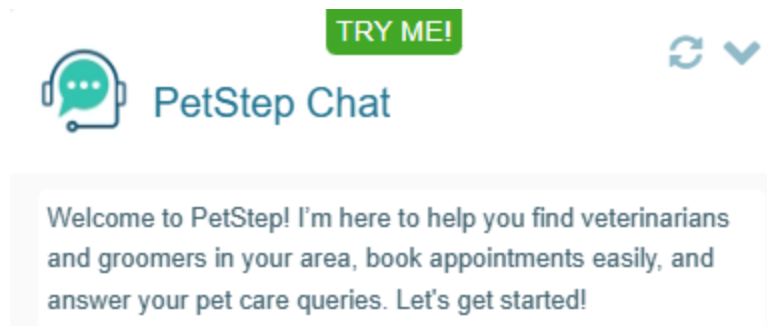
Enter the initial message that will be shown by the AI assistant in the **Initial Chat Message** textbox.

Figure 7: Initial Chat Message text input

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!

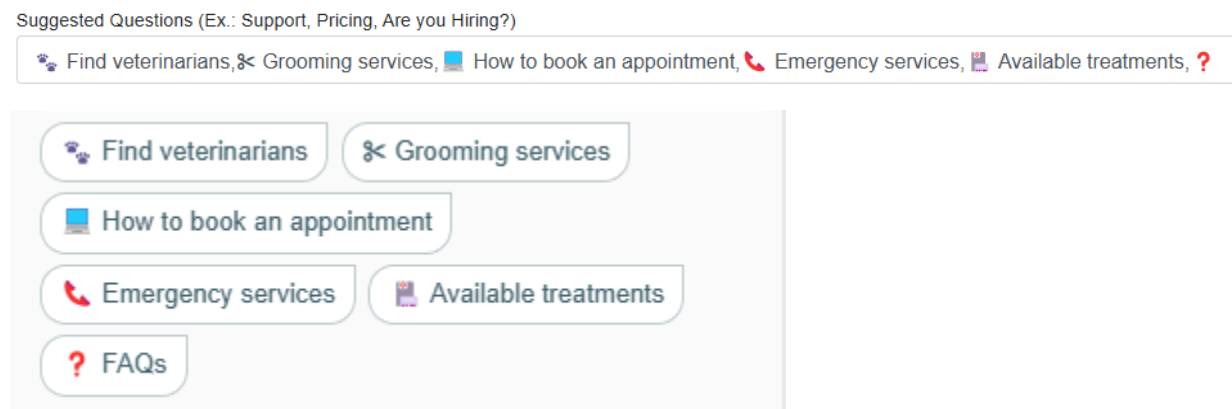
Figure 8: Initial Chat Message example



3.5 Adjust the Suggested Questions

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

Figure 9: Suggested Questions example



3.6 Adjust the Input Hint Text

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

Figure 9: Input Hint Text input

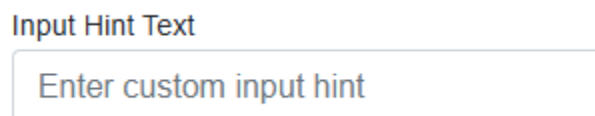
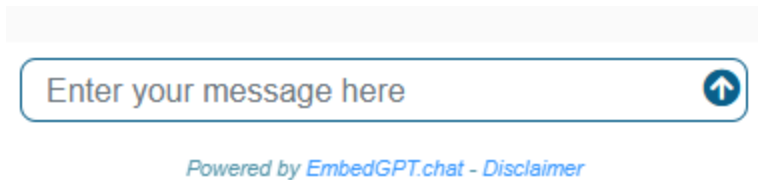


Figure 10: Input Hint Text example



A screenshot of a web interface showing a text input field with the placeholder text "Enter your message here" and a blue upward arrow icon on the right. Below the input field, there is a small blue link that reads "Powered by EmbedGPT.chat - Disclaimer".

3.7 Adjust the Badge Text

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

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

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

Figure 11: Badge Text input



A screenshot of a web interface showing a text input field with the placeholder text "Badge Text" and the text "TRY ME!" entered.

Figure 11: Badge text example

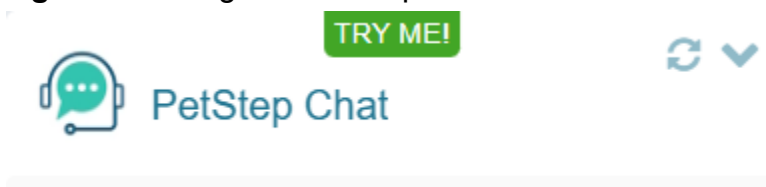
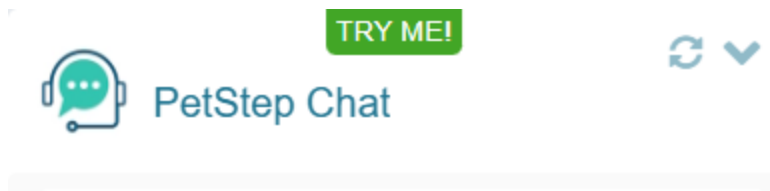


Figure 12: Badge Text example

3.8 Adjust the Badge Color



A screenshot of a web interface showing a color selection input field with the placeholder text "Badge Color" and a green color bar.



3.9 Adjust the Chat Width and Height

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.

Figure 13: Chat Width and Chat Height text input

Chat Width (px)

Chat Height (px)

3.10 Adjust the Chat Margin Bottom

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.

Figure 14: Chat Margin Bottom input

Chat Margin Bottom (px)

3.11 Adjust the Chat Locale

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.

BizDriver.ai supports the following locales:

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

Additional locales can be added upon request.

Figure 15: Chat Locale example

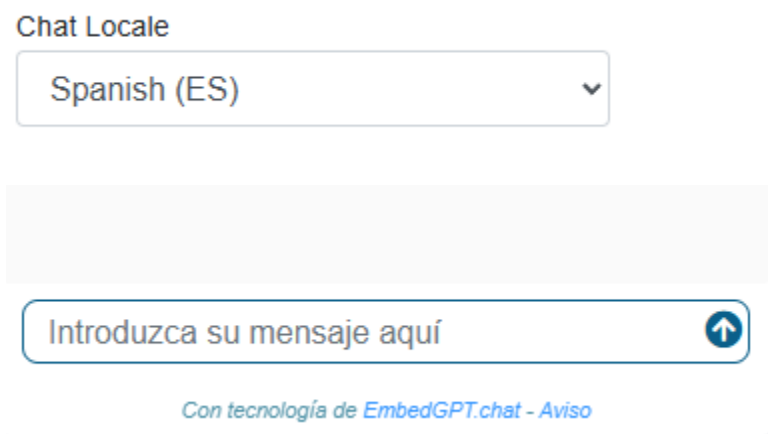
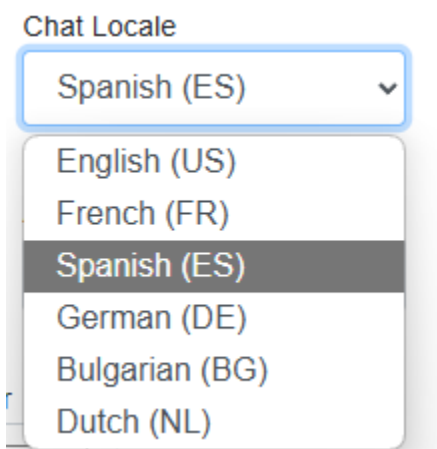


Figure 16: Chat Locale options



3.12 Adjust the Initial State and Auto Maximize

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.

Figure 17: Initial State example

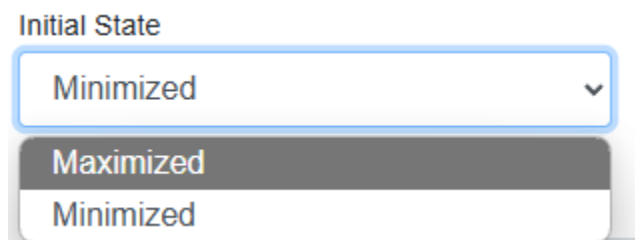
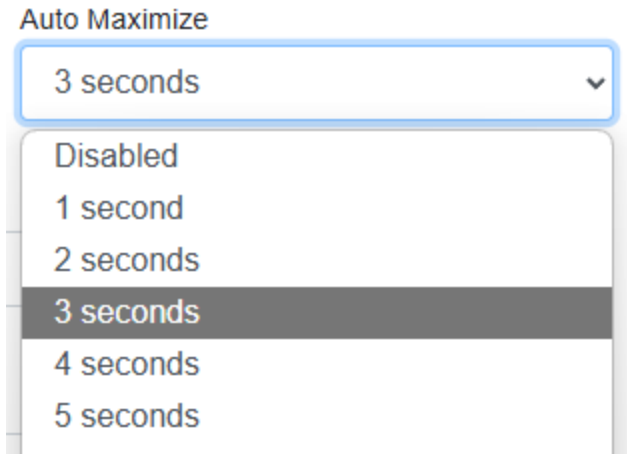


Figure 18: Auto Maximize example



3.13 Adjust the Chat Colors

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.

Figure 19: AI assistant color settings



Figure 20: AI assistant color settings example

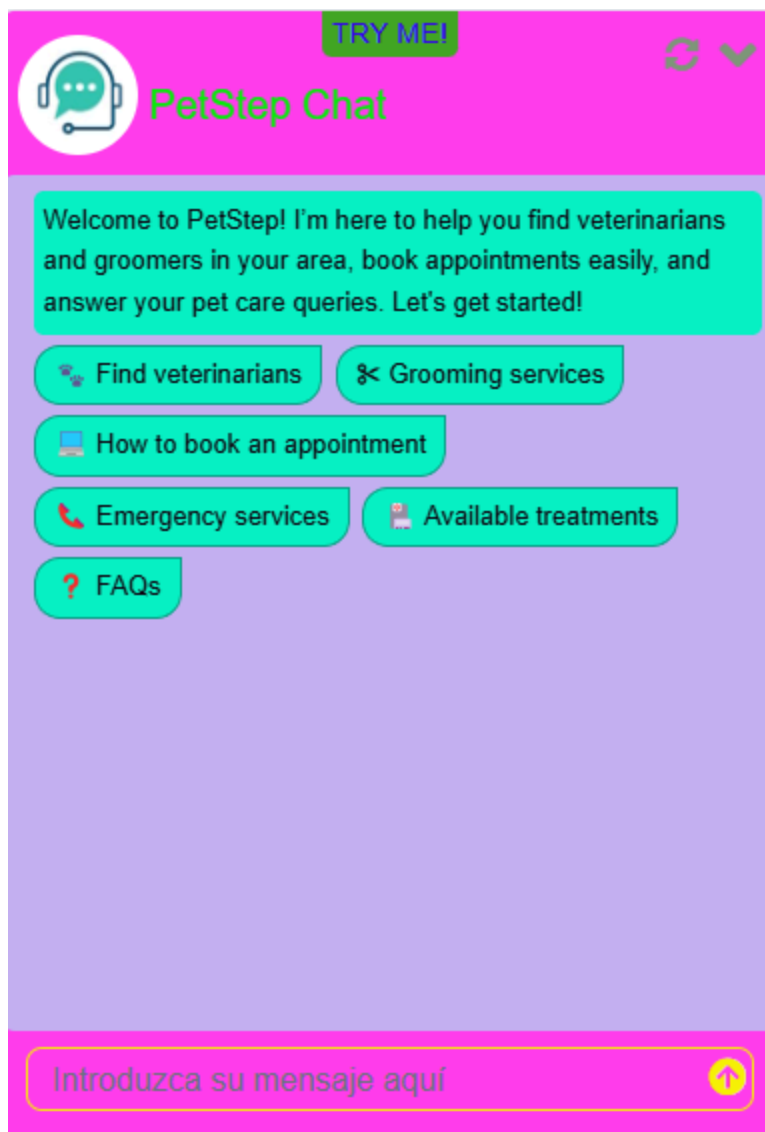
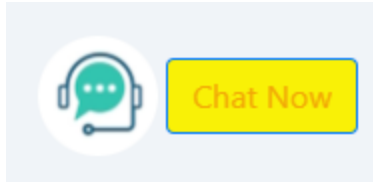


Figure 21: AI assistant button color settings example



4. Advanced Settings

4.1 Chat Agent Instructions

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 Chat Agent Instructions 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 >."

Figure 22: Chat Agent Instructions text input

▲ 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.

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

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.

Figure 22: Additional Instructions text input

▲ Advanced Settings

[Chat Agent Instructions](#) [Additional Instructions](#) [Custom Style](#) [Entities Configuration](#)

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

4.3 Custom Style

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;  
}
```

Figure 23: Custom Style text input

▲ 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 */
}
```

4.4 Entities Configuration

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

5. Other Advanced Settings

Setting	Description
Max Messages Per Session 	Sets the maximum number of messages allowed per session. When the maximum is reached, the user will need to click on the Clear Chat button to restart the session.
Max Daily Messages Per User	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.

Session Expiration 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.

AI Model

Selects the primary AI model for generating the AI assistant's responses. It's recommended to use the **Azure OAI GPT-4o-mini** model for most scenarios, but the **Azure OAI GPT-4o** model can be used when a more advanced model is needed. We recommend using the Azure models because they offer better security and compliance.

Context Size

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.

Secondary AI Model

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 **Secondary AI Model** can be set to a more advanced model, like the **Azure OAI GPT-4o**.

Secondary Context Size

Needs to have a value that's at least equal to the primary **Context Size**, but may be larger. For example, if the primary **Context Size** is set to 5%, you can set the **Secondary Context Size** to 10%.

Enable Keyword Search

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 **Enable Keyword Search** in addition to the semantic search may improve the results significantly.

Context Window Messages

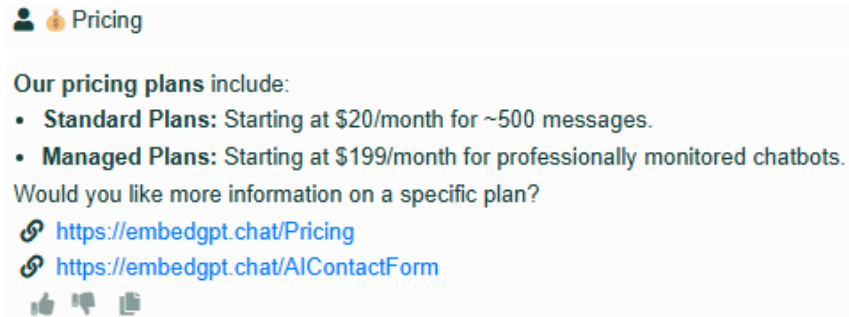
Specifies how many previous messages the AI assistant should consider when producing a response. For example, you can set this setting to 1 if you want each following question to be independent from the previous questions or

you can set it to 2 or a higher value to allow follow-up queries.

User Chats Retention Period	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.
Disclaimer Text	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.
Disclaimer Position	Defines whether the disclaimer appears before or after the chat message.
Custom Attribution	Allows modification to the default Powered by BizDriver.ai attribution text at the bottom of the AI assistant. Customers or partners can provide custom attribution text (e.g., in white label scenarios).
Hide Chat	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. Hide Chat will be set automatically when the monthly messages budget is exceeded by the customer.
Enable UTM for Links	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.
Force Ctrl+Shift For Links	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.
HTML Formatting	Enables HTML formatting within the AI assistant's messages. HTML formatting allows for more readable assistant responses.

Example:

Figure 24: HTML Formatting example

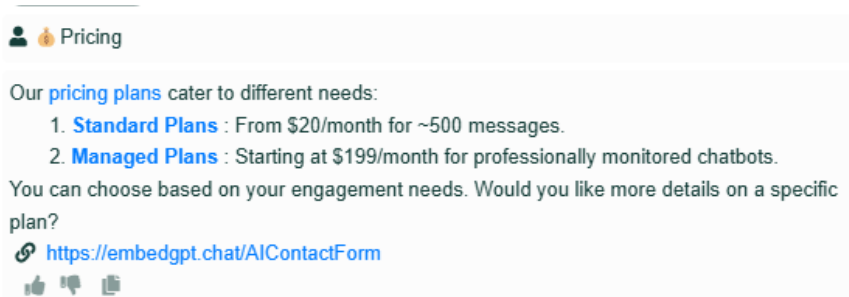


Enable Links In Response Text

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:

Figure 25: Enable Links In Response Text 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

The **Topics** feature lets you enhance the AI assistant's knowledge by adding or organizing content that isn't clearly available on your website.

Figure 26: Topics example

▲ Topics

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

<div>+</div>	Topic	Updated	Content Source	Content
<div>x</div>	Office Locations	4 months ago	ManualEntry	София Централен Офис: гр....
<div>x</div>	Life Insurance Options	4 months ago	ManualEntry	## Summary of Life Insura...
<div>x</div>	Jobs	4 months ago	ManualEntry	### Careers as Insurance ...
<div>x</div>	Комплексно застраховане	4 months ago	AISummary	**Комплексно застраховане...
<div>x</div>	Auto Insurance	4 months ago	AISummary	## Auto Insurance Overvie...
<div>x</div>	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.

Figure 27: Topics text input

X

Office Locations

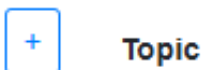
☐Generate automatically from website content

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

2. 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.

Figure 28: Adding a Topic example



X

Beauty Products

☒ Generate automatically from website content

Enter content here

Create

7. Data Files

The **Data Files** feature allows you to upload additional .docx, .pdf, .txt, and .csv documents that are not available on the website.

Figure 29: Data Files input example

▲ 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.

Choose Files

No file chosen

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

Show

5

 entries

Search:

File Name	Status	
~Topics.csv	✓	

Showing 1 to 1 of 1 entries

Previous

1

Next

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.

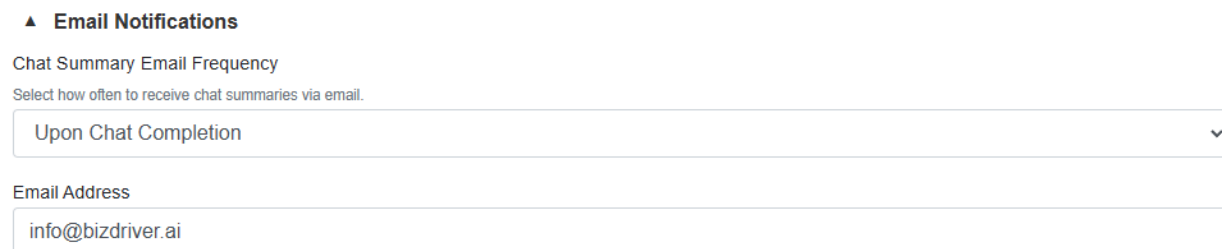
This enables effective search inside files like product catalogs.

8. Email Notifications

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.

Figure 30: Email Notifications input



The screenshot shows a form titled "Email Notifications" with a sub-label "Chat Summary Email Frequency". Below this is a prompt "Select how often to receive chat summaries via email." and a dropdown menu currently showing "Upon Chat Completion". Below the dropdown is a label "Email Address" and a text input field containing the email address "info@bizdriver.ai".

9. Contact Form

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.

Figure 31: Contact Form input

▲ 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

Email:

support@bizdriver.ai

Email:

bizdev@bizdriver.ai

Topics (for ex. sales, support):

Sales

Topics (for ex. sales, support):

Support

Delete

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

Figure 32: Contact Us example

Enter your message here

⬆

✉ Contact Us

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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

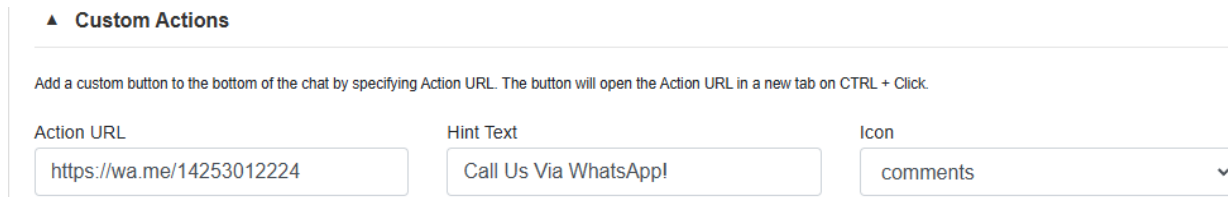
You can add a custom button at the bottom of the AI assistant's interface with this setting. To do so, follow these steps:

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:

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

Figure 33: Custom Actions input

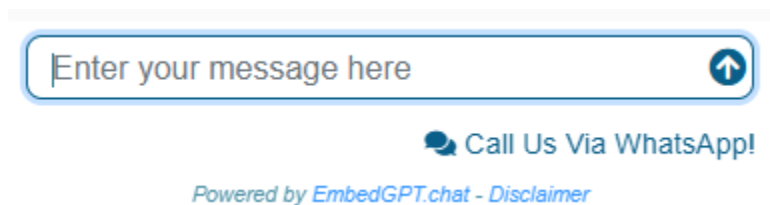


▲ Custom Actions

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"/>

Figure 34: Custom Actions example



Enter your message here

Call Us Via WhatsApp!

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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.

Figure 35: Chat Benchmark example

▲ 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 10 entries

Question	Answer	Rank	Explanation
Can I customize the chatbot's appearance?	<p><p>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?</p> <p></p></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><p>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!</p></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.

Figure 36: Test and Share setting screen

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

Select Chatbot:

LittleBoyChic

Need Entities

Need Images

Tune for Demo

Add Tag

Chatbot Setup

Test and Share

Add to Website

Activity Report

Analytics

Page Handle

LittleBoyChic

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

Background Images

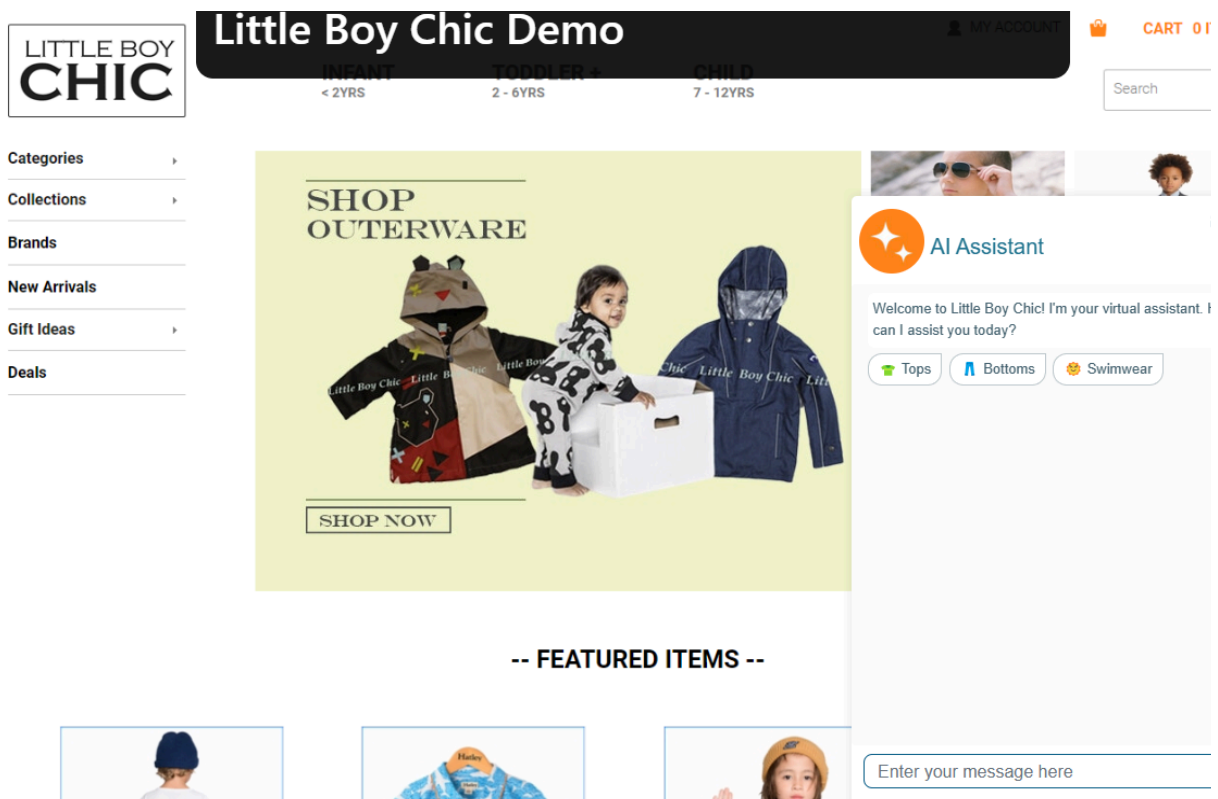
Remove

Choose Files

No file chosen

Update

Figure 37: Test page example



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>`.

Figure 38: Add to Website 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](#)

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.

Figure 39: Activity Report screen

This chatbot is managed by 'EmbedGPT'.

Need Help? Create Ticket

Select Chatbot: LittleBoyChic

+

:

Need Entities

Need Images

Tune for Demo

Add Tag

Chatbot Setup

Test and Share

Add to Website

Activity Report

Analytics

Chats (Quality Score: 8.0)

Last 30 Days

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 95% Viscose from Bamboo and 5% Spandex , offering softness and comfort. https://www.littleboychic.com/kp439z.html	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 size chart on our website for guidance on fit. https://www.littleboychic.com/size-chart.html	Model: gpt-4o-mini Embedding Results: 3 Embedding Conf.: 0.4 Ctx utilization: 11%



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 Cancel 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.

Metric	Explanation
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.