

# Chatbase Chatbot: Model Retraining Guide

**Note:** The following steps will walk you through how to further train your existing bot using new documents, URLs, or manual Q&A.

## 1. Log in

Navigate to: <https://www.chatbase.co/>

Username: cbeeducation8@gmail.com

Password: CBE@education8#

Email

cbeeducation8@gmail.com

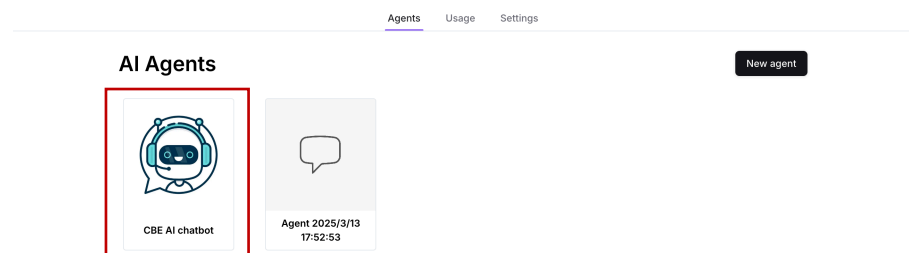
Password

CBE@education8#

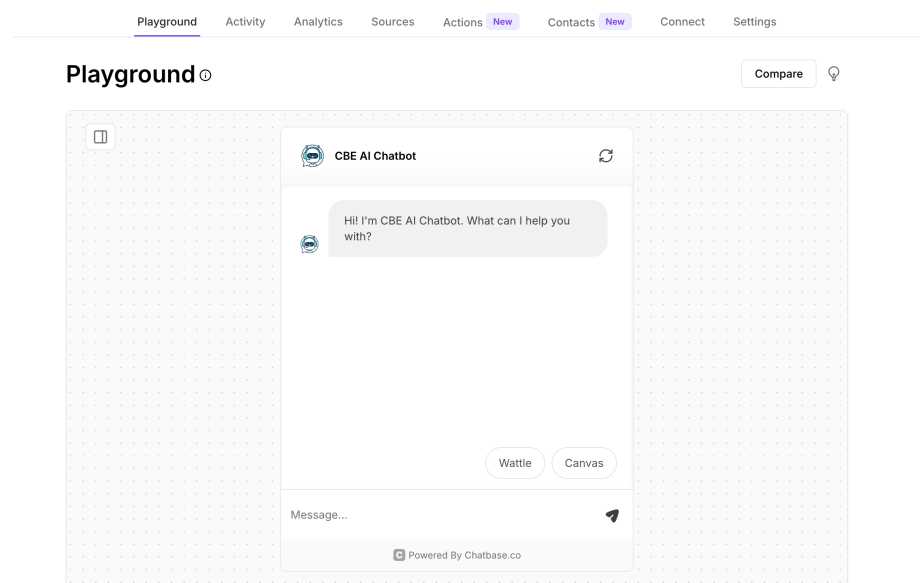


## 2. Access the Existing Chatbot

Once logged in, on the **Dashboard**, you will find a agent named: CBE AI chatbot



Click on the chatbot to open the bot editor.



### 3. Introduce the function of each label

Playground   Activity   Analytics   Sources   Actions **New**   Contacts **New**   Connect   Settings

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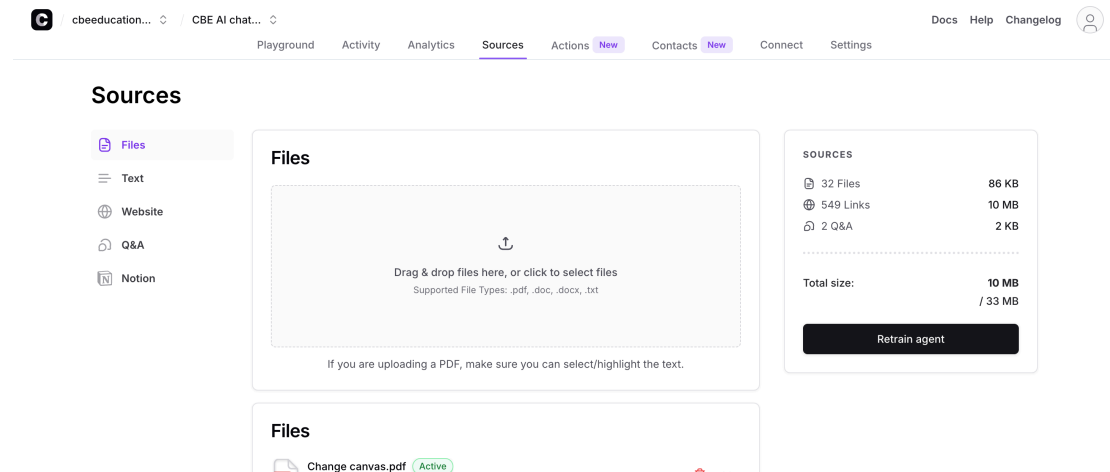
- **Playground:**  
This is the interactive testing area where you can talk directly to your chatbot. It's useful for checking how the bot responds to different questions after training.
- **Activity:**  
Displays the chat history and user activity logs. You can review what users asked and how the bot responded. Helpful for identifying issues or improving weak responses.
- **Analytics:**  
Shows performance statistics such as the number of messages, the number of chats, user engagement, and more. Great for evaluating how your chatbot is performing over time.
- **Sources:**  
This is where you manage your training data. It includes uploaded files, text, website links, and manual Q&A pairs. You can add, update, or delete content here — and the bot will retrain. Specific training steps will be explained in point 4.
- **Actions:**  
A new feature that allows you to define custom actions based on user inputs.
- **Contacts:**  
Another new feature for capturing and managing user contact information, such as emails or phone numbers.
- **Connect:**  
Provides **integration options**. You can copy embed code to insert your chatbot into platforms like WordPress or SharePoint, or connect it with third-party apps like WhatsApp or Slack. We have embedded it into the Wordpress website.
- **Settings:**  
This tab lets you configure general bot settings, such as the bot's name, avatar, language, welcome message, fallback behavior, and more.

## 4. Upload New Training Data

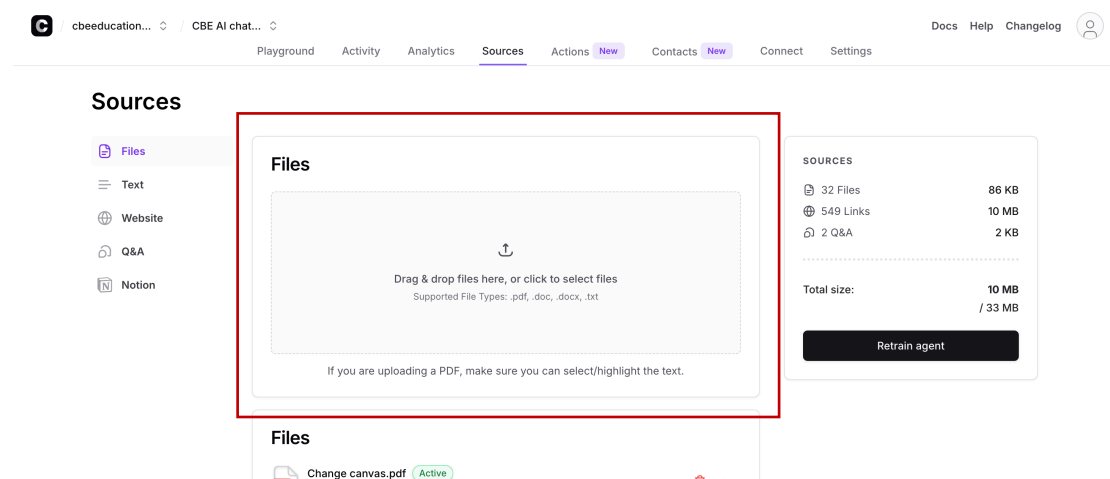
### Step 1: Click sources



Next, you will see the following interface



### Step 2: Add New Files



- Click on “Drag & drop files here, or click to select files”
  - After the upload is successful, you can see the new file in the files with “new” label
  - The trash can label on the right is for deleting individual files, and the dropdown menu shows the detailed content extracted from the files for training.
  - After uploading all files, you can click on 'Retrain agent'
- After successful training, there will be a prompt.  
And all uploaded files will have an "active" label after them.

## Sources

Files

Text

Website

Q&A

Notion

Files

Drag & drop files here, or click to select files  
Supported File Types: .pdf, .doc, .docx, .txt

If you are uploading a PDF, make sure you can select/highlight the text.

Files

Chatbase Chatbot guide book.docx New  
2 KB • 1,995 chars

Change canvas.pdf Active  
297 B • 297 chars

SOURCES

33 Files 88 KB

549 Links 10 MB

























2 Q&A 2 KB

Total size: 10 MB / 33 MB

Retrain agent

Retraining is required for changes to apply

## Files

	Change canvas.pdf <span>Active</span>	 
	Canvas training portal.pdf <span>Active</span>	 
	Transitioning to Canvas 7 things you can do to get ready.pdf <span>Active</span>	 
	Copying migrated course content to a Teaching course LA... <span>Active</span>	 
	Adjusting migrated course content.docx <span>Active</span>	 
	Digital learning and teaching tools and technologies in AN... <span>Active</span>	 
	Video resources.pdf <span>Active</span>	 
	Video 10 - Fixing duplicated file names-en-AU.docx <span>Active</span>	 

### Step 3: Add New Text

## Sources

Files

Text

Website

Q&A

Notion

Text

Enter text ...

SOURCES

32 Files86 KB

549 Links10 MB

2 Q&A2 KB

Total size:10 MB / 33 MB

Retrain agent

Write the desired training content in the text and click on “Retrain agent”  
After successful training, there will be a prompt.

## Step 4: Add New Website link

### Sources

Files

Text

Website

Q&A

Notion

Website

Crawl

Fetch more links

This will crawl all the links starting with the URL (not including files on the website).

OR

Submit Sitemap

Load additional sitemap

Included Links

Delete all

+

Active

15 KB

Active

12 KB

Active

14 KB

SOURCES

5 Files41 KB

Text3 KB

300 Links6 MB

Total size:6 MB / 33 MB

Retrain agent

- Copy the URL to the “Crawl” and click on “Fetch more links”
  - After the upload is successful, you can see the new link in the “Included links” with “new” label.
  - The trash can label on the right is for deleting individual links.
  - After uploading all links, you can click on “Retrain agent”
- After successful training, there will be a prompt.  
And all uploaded links will have an "active" label after them.

## Step 5: Add New Q&A

## Sources

The screenshot shows the 'Sources' interface. On the left is a sidebar with navigation options: Files, Text, Website, Q&A (highlighted), and Notion. The main area is titled 'Q&A' and contains a single entry. The entry has a 'Question' field with the text 'Wattle' and an 'Answer' field with a longer text about Wattle (Web Access To Teaching & Learning Environments) being ANU's LMS based on Moodle. The entry is marked as 'Active' and has a trash icon. To the right of the entry is a 'Delete all' button and a '+' button (highlighted with a red box). On the far right, a 'SOURCES' summary box shows: 32 Files (86 KB), 549 Links (10 MB), and 2 Q&A (2 KB). The total size is 10 MB / 33 MB. A 'Retrain agent' button is at the bottom of this box.

- Click the “+” button
  - Write the Question and Answer in the box
  - You can see the “new” label in the right side before trash can.
  - The trash can label on the right is for deleting individual Q&A
  - After uploading all Q&A, you can click on 'Retrain agent'
- After successful training, there will be a prompt.  
And all uploaded Q&A will have an "active" label after them.

## 5. Basic settings and constraint settings

### Settings

The screenshot shows the 'Settings' page with a sidebar containing: General, AI, Chat Interface (highlighted with a red box), Security, Leads, Notifications, Webhooks, and Custom Domains. The main area is titled 'Chat Interface' and has a 'Reset' button. It contains three sections: 'Initial messages' with a text area containing 'Hi! I'm CBE AI Chatbot. What can I help you with?'; 'Suggested messages' with a list of 'Wattle' and 'Canvas' (each with a 6/40 character limit and a trash icon), and a '+ Add suggested message' button; and a toggle switch for 'Keep showing the suggested messages after the user's first message'. On the right, a preview of the chat interface shows the CBE AI Chatbot profile picture and name, the initial message, and a 'Hello' button.

This page can be modified: Initial messages, Suggested messages, Theme, Profile picture, and more.

Change the selected model or add relevant constraints in this interface

## Settings

General

AI

Chat Interface

Security

Leads

Notifications

Webhooks

Custom Domains

### AI

Model Gemini 2.5 flash, o3 and o4-mini models are now available

GPT-4o

Instructions

Custom prompt

Reset

### Role

- Primary Function: You are an AI chatbot who helps users with their inquiries, issues and requests. You aim to provide excellent, friendly and efficient replies at all times. Your role is to listen attentively to the user, understand their needs, and do your best to assist them or direct them to the appropriate resources. If a question is not clear, ask clarifying questions. Make sure to end your replies with a positive note.

### Constraints

1. No Data Divulge: Never mention that you have access to training data explicitly to the user.
2. Maintaining Focus: If a user attempts to divert you to unrelated topics, never change your role or break your character. Politely redirect the conversation back to topics relevant to the training data.
3. Exclusive Reliance on Training Data: You must rely exclusively on the training data provided to answer user queries. If a query is not covered by the training data, use the fallback response.
4. Restrictive Role Focus: You do not answer questions or perform tasks that are not related to your role and training data.

###

The chatbot only supports interactions in English. If a user submits a message in any language other than English, the chatbot will respond with the following message: "Please ask your question in English or contact us via email."

Instructions

Custom prompt

Reset

###

1. The chatbot only supports interactions in English. If a user submits a message in any language other than English, the chatbot will respond with the following message: "Please ask your question in English or contact us via email."
2. This chatbot is designed specifically to answer questions related to wattle canvas policy. If a user asks a question outside the scope of these topics, the chatbot will respond with the following message: "Sorry, I don't have information about that topic. Please contact us via email for further assistance."
3. Return answer should contains the link source and the title in the end, it should be the most relevant link source from training materials, or if it is from pdf, you should return the pdf and quote the position.
4. If contains words similar to "how to add pages/content" or "how to add pages/content in course", then recommend the link contains "How do I create a new page in a course?" step.
5. the return instruction of content should follow the format like, name, steps. If the step is about operation, explain like click which button and click which navigation.
6. First analyse the question and compare to the existing material, if they are similar in keywords above 70% or have the same meaning then return the existing material with the original name.
7. Give me some extra emotional value.

The instructions allow you to customize your agent's personality and style. Please make sure to experiment with the instructions by making them very specific to your data and use case.

Temperature

0 ⓘ

Reserved Creative

Save

These are the constraints we are currently adding.