

# CX-Catalyst - Release Notes

Version history and changelog for the CX-Catalyst AI-powered support system.

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## v2.0 — January 2026

### New Features

- **100+ Knowledge Base Articles** — Expanded from 24 initial articles to 100+ curated articles covering Enterprise (50), SMB (30), and Small Business (20) customer tiers
- **Customer Portal Guide** — Added comprehensive documentation for customer-facing support request submission, tracking, and feedback workflows
- **Analytics & Reporting** — New admin section covering Grafana dashboard setup, key metrics definitions, SQL report queries, and automated report delivery via Workflow 5
- **Best Practices Guide** — New standalone guide covering KB optimization, workflow tuning, and security hardening
- **Outgoing Webhooks** — New API documentation for webhook event notifications (case.created, case.resolved, case.escalated, review.completed, feedback.received, alert.triggered)
- **Error Reference** — Comprehensive error code reference covering API errors, workflow execution errors, AI service errors, database errors, integration errors, and product error codes
- **Jira Integration Guide** — Standalone setup guide for Jira Cloud integration including project configuration, field mapping, and escalation workflows
- **Email Integration Guide** — Standalone setup guide for Gmail/IMAP email channel including OAuth setup, inbound processing, outbound templates, and workflow integration

### Documentation Improvements

- **ADMIN-GUIDE.md** — Added Installation Requirements section with infrastructure and credential prerequisites; added Analytics & Reporting section with metrics, SQL queries, Grafana setup, and automated reports
- **USER-GUIDE.md** — Added Customer Portal Guide section; expanded Knowledge Base section with 100+ article details and tier breakdown
- **API-REFERENCE.md** — Added Outgoing Webhooks section with event types, payload format, configuration, signature verification, and retry policy
- **QUICK-START.md** — Expanded prerequisites to include pgvector, Supabase, and Confluence; added cross-references to all documentation guides
- **CONFLUENCE-INTEGRATION.md** — Added KB Coverage by Customer Tier section with article counts and category breakdown
- **README.md** — Updated project structure to list all documentation files; expanded Documentation links; updated Key Features to reflect KB expansion and semantic search

## Infrastructure

- **KB Embedding Generator v2** — Updated workflow for batch embedding generation across 100+ articles
  - **Enterprise KB Expansion** — 42 additional articles covering API & Integration, Security & Compliance, SSO/Auth, Performance & Scaling, Admin & Config
  - **SMB KB Expansion** — 22 additional articles covering Account Management, Billing & Subscriptions, Integrations, Product Features
  - **Small Business KB Expansion** — 12 additional articles covering Order Management, Shipping & Returns, Account Help, Product FAQs, Getting Started
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## v1.0 — January 2026

### Initial Release

- **Workflow 1: Smart Intake & Triage** — AI-powered classification and routing of support requests via webhook
- **Workflow 2: Self-Service Resolution Engine** — Automated solution generation using Confluence KB and vector search
- **Workflow 3: Proactive Issue Detection** — Scheduled monitoring for error spikes, health degradation, and recurring issues
- **Workflow 4: Collaborative Support Hub** — Human-in-loop review queue via Slack with approve/edit/reject actions
- **Workflow 5: Continuous Learning** — Daily analysis, trend detection, KB gap identification, and automated Confluence page creation

### Core Components

- **AI Classification** — Claude Sonnet for category, priority, sentiment, and complexity analysis
- **Vector Search** — OpenAI text-embedding-3-small (1536 dimensions) with Supabase pgvector
- **Confluence Integration** — HTTP Request-based integration with PKB space for KB articles
- **Slack Integration** — Bot-powered review queue, alerts, and daily metrics
- **Grafana Dashboard** — Real-time monitoring of case metrics, AI performance, and token usage

### Documentation

- Quick Start Guide
- User Guide (support staff)
- Admin Guide (system administration)
- API Reference (webhook endpoints)
- Confluence Integration Guide
- Confluence Workflow Diagrams
- Slack Configuration Guide
- Supabase Cloud Setup Guide
- AI Prompts Reference
- Workflow Testing Notes

**Database Schema**

- 10 core tables: customers, cases, case\_interactions, kb\_articles, error\_codes, health\_metrics, proactive\_alerts, review\_queue, workflow\_executions, agent\_feedback
  - Vector store: confluence\_kb table with pgvector embeddings
  - Full indexing on key lookup columns
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