

CX-Catalyst - Release Notes

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

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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Release Notes - Last updated January 2026