

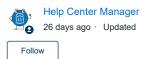
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Help Center > What's New > Student Success

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Articles in this section

Navigate360 Staff Platform - STA 25.9.1 Release Notes



Parts of Navigate360 Impacted: Navigate360 Staff platform

Training Release Date (Expected): 21 April 2025 Prod Release Dates (Expected): 29 Apr 2025 (Prod A) / 1 May 2025 (Prod B) General Availability Dates: 30 Apr 2025 (Prod A) / 2 May 2025 (Prod B)

Release Note Summary: Web version of the Knowledge Bot for public use. Name change for Program Advising Bot. Fixes and accessibility updates. This release will show as 25.9.1 in your sites.

Table of Contents

- <u>New Features & Improvements</u>
 - <u>Accessibility</u>
 - <u>NavAl</u>
- <u>Fixes</u>
 - <u>Various Fixes</u>

New Features & Improvements

Accessibility

Navigate360 for Student Success continues the fixes and improvements to accessibility across the platform. In this release, V3 Reports, Staff Home, and other features have received accessibility fixes and improvements.

NavAl

Name Change for Program Advising Bot

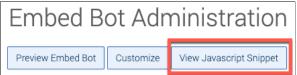
Program Advising Bot, released in the <u>STA 25.7 update</u>, is now Course Planning Agent. This will be reflected on the Staff and Student sides of the Navigate360 for Student Success platform.

Course Planning Agent Administration Customize Documents For Course Planning Agent + Add Document						GO
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Embeddable Knowledge Bot for Navigate360 Partners

To help our partners with their needs, Navigate360 for Student Success now offers an embeddable, public version of our Al-powered Knowledge Bot for your institution. Embed Bot works much the same as Knowledge Bot with these key differences:

First, the web bot can be placed on a public-facing website using the JavaScript snippet created by EAB for your use.



Second, each institution with our Knowledge Agent module has one Embed Bot that can be created for your institution. If you are interested in exploring multiple versions of the Embed Bot to customize to audience, please contact your Strategic Leader. Contact the Partner Support Team at Navigate360TechSupport@eab.com to start the process for setting up one Embed Bot. An example of an institution with more than one web chatbot is displayed below.

Embed Bots	LO GO
Search in Results	
Items	
EAB Embed STA	
Test Embed Bot!	

Third, unlike the Knowledge Bot that appears in Navigate360 Student, the web Knowledge Bot will not return student information or institutional information beyond what has been uploaded to the bot by your app admin.

Otherwise, like Knowledge Bot, the web embed is customizable and can have a custom name, greeting message, logo, and colors. Admins can preview the web Knowledge Bot in the Navigate360 Staff platform to test the bot before launching it.

There is also a new report, Embed Bot Usage Report, for the web chatbot. The data fields are similar to the Knowledge Bot Usage report and will be documented in the Data Dictionary.

Fixes

Various Fixes

- Fixed an issue where nudges were not saving for Messaging or Enrollment Campaigns for users creating nudges in Firefox browsers.
- Fixed an issue where previously added Busy blocks were not being removed from Navigate360 calendars for staff members even after unsyncing their Google calendars from the platform.
- Fixed an error message that appeared incorrectly for users creating automations from some Recruitment Success appointment campaigns.
- Previously, when an SMS/email conversation had 5 or more messages, the sandwiched messages were listed in reverse order. Now, all the messages will always show in chronological order.
- Fixed an issue where merged prospect profiles' Event RSVPs were not updating properly.

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