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# Navigate360 Staff Platform - STA 25.9.1 Release Notes

**Help Center Manager**

26 days ago · Updated

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**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.

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## 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.

### NavAI

#### Name Change for Program Advising Bot

Program Advising Bot, released in the [STA 25.7 update](#), 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

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	Id	NAME	STATUS	FILE NAME	LAST UPDATED AT
	94478	reslife_handbook	success	reslife_handbook.pdf	04/07/2025, 5:23 PM ET

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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 AI-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.

Embed Bot Administration

Preview Embed Bot

Customize

View Javascript Snippet

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](mailto: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.

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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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