



SHARED MEMORY

Teach it once.

Astro knows it everywhere.

Across your entire AIQ account.
Every store, every channel.

YOU TEACH ASTRO

-  Your policies.
-  Your program.
-  Your rules.

Every store. Every channel.



Built for your review. Always your call.



Upload it once. *Astro reads it.*

Files and links Astro learns from, synced on their own.

×

Create knowledge bucket

Save

Name

Billing Policies

Bucket key: billing-policies

Description

A knowledge bucket covering invoicing, payment terms, refunds, and account charges.

Color

Icon

Sync

Sync now

Sync becomes available after you Save and create this bucket.

Files (0)

Upload file

PDF, Word, Markdown, CSV, JSON, HTML, and other text files. Images aren't supported.

Links (0)

Add link

Used by (0)

Attaches to every agent on this account after create.

Start with the FAQ page you already have.



Answer it once. *However they ask it.*

Write the question and the answer.
Astro generates the keyword variations.

Shared FAQ

Question

How does the loyalty program work?

Keywords

points · rewards · sign up · how many points
member perks · do you have a rewards thing

Generate keywords

Every version of the question finds the same answer.



Set the rule.

Astro follows it.

Conditional instructions for how Astro responds.

×Add behaviorSave

Shared behavior

Tell every agent how to behave when this condition is met.

If this occurs

A customer is not a loyalty member and asks about member benefits.

Then the agent should

Mention they should consider joining once, briefly, without being pushy.

Your rules. Your tone. Every conversation.

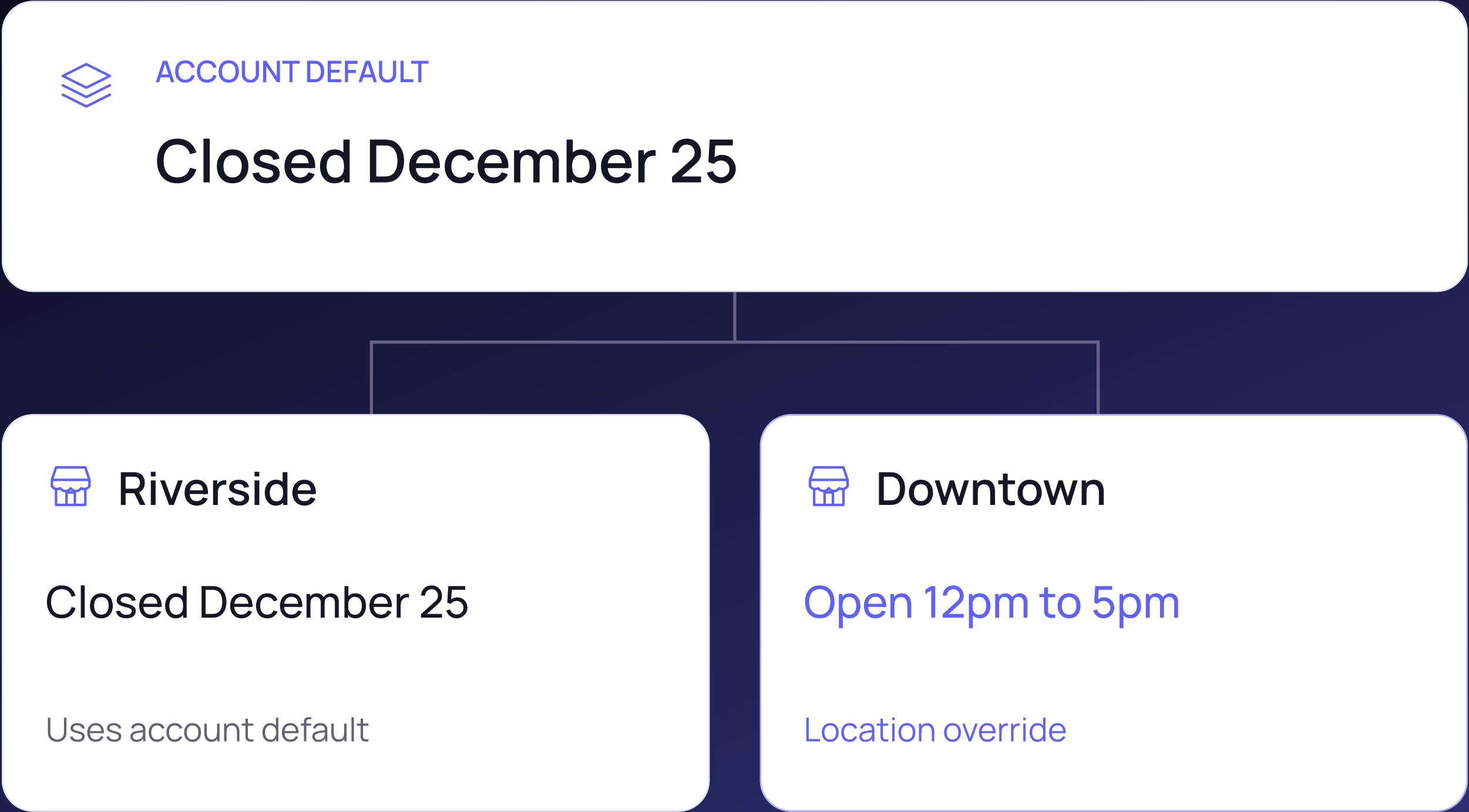


Many stores.

One knowledge base.

Set your defaults account-wide,
then override them by location.

HOLIDAY HOURS EXAMPLE



One update. Every location.



Teach it once. *It compounds.*

Voice AI and Chat AI surface what customers keep asking.
Shared Memory learns the answer.
Astro Prompt builds the campaign.

FROM QUESTION TO CAMPAIGN



Customers ask.

Voice AI + Chat AI



Astro learns.

Shared Memory



You act on it.

Astro Prompt



More knowledge. Less repeating yourself.