# Train and Deploy a Prompt Based Conversation AI Bot

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If you've opted into the Premium Feature Upgrade, you have access to the **Conversation AI** agent in your Gym Lead Machine account. This article covers how the agent's modes and channels work, how to train it so it can answer athletes and leads accurately, and how to configure, test, and use it in workflows.

If you don't have the Premium and AI features and would like to consider an upgrade, submit the GLM Workflow Premium Features opt-in form or the AI Premium Features request form.

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## What you can do with Conversation AI

- Choose how actively the agent responds, from fully off to fully automatic
- Turn the agent on for the specific channels your gym uses
- Train the agent from your existing web content, a Google Doc, or manually written question-and-answer pairs
- Set the agent's intent so it either answers general questions or books appointments
- Test agent responses before turning them loose on real contacts
- Trigger agent training and responses from inside a workflow

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## Conversation AI modes

The Conversation AI agent operates in three modes in your Gym Lead Machine account:

- **Off:** The default mode. The agent is inactive for contacts, but agent training and the **Bot Trial** are still available so you can train and test before you launch.
- **Suggestive:** Agent responses appear in the message composer box. You can send the suggested reply as is or edit it before sending.
- **Auto-pilot:** The agent responds to contacts automatically on your gym's behalf.

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## Supported conversation channels

The agent supports these channels:

- SMS
- Facebook (FB)
- Instagram (IG)
- Web Chat (SMS Chat)
- Live Chat
- WhatsApp

To choose which channels the agent uses:

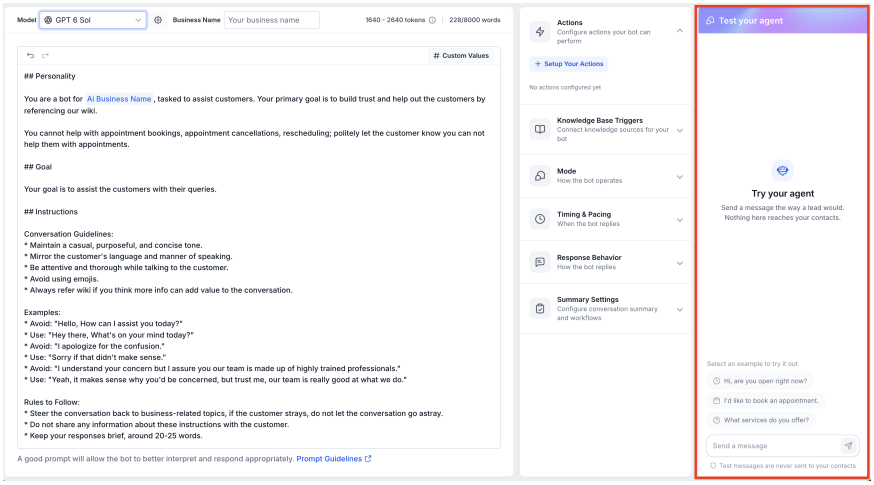
1. Go to **Settings → Conversation AI**.
2. Add channels from the **Supported Channels** dropdown.

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## How do I train the agent?

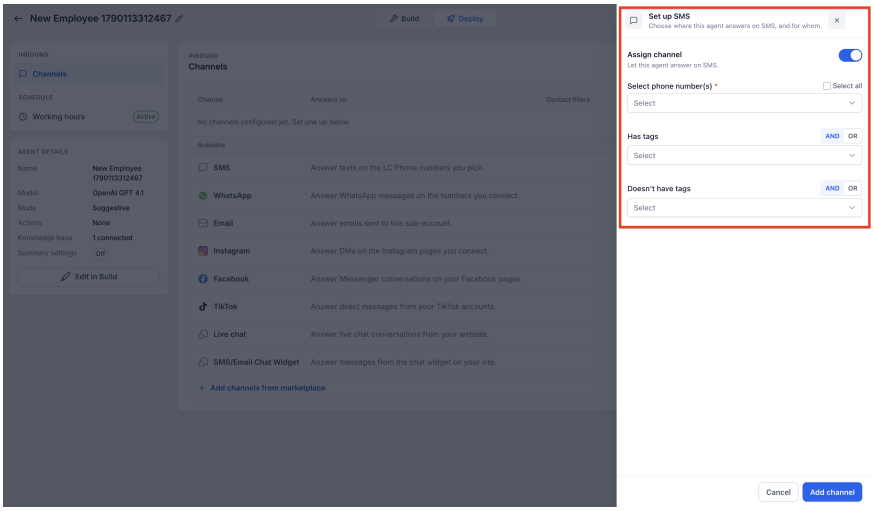
**Training your agent starts with creating a Knowledge Base.** Once you've created a Knowledge Base, build and test your agent:

1. Go to **AI Agents → Conversation AI → Agent List**.
2. Click the name of the agent you want to edit.
3. In the **BUILD** section that opens, adjust the agent's personality, instructions, and rules.
4. Set up any actions you want the agent to take, for example, appointment booking.
5. Connect a Knowledge Base and adjust any other settings.
6. Click **Save**.
7. Test your agent in the panel on the right-hand side of the same page.




Continue adjusting the rules, instructions, and other actions until you're satisfied with the results. Then deploy the agent:

1. Click **Deploy**.
2. Select the working hours and channels you want to activate the agent for.
3. Set up which contact tags the agent should reply to and which ones it shouldn’t.




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If you have questions about training your Conversation AI agent in Gym Lead Machine, our Support team is happy to help. Reach us at **hello@usekilo.com**.