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Train the Conversation AI Bot

Mavilyn Carlos - 2026-08-18 - [AI Agents](#)

If you've opted into the Premium Feature Upgrade, you have access to the **Conversation AI** bot in your Gym Lead Machine account. This article covers how the bot's modes and channels work, how to train it so it can answer members 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, email hello@usekilo.com.

What you can do with Conversation AI

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

Conversation AI modes

The Conversation AI bot operates in three modes for your sub-account:

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

Supported conversation channels

The bot currently supports:

- SMS

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

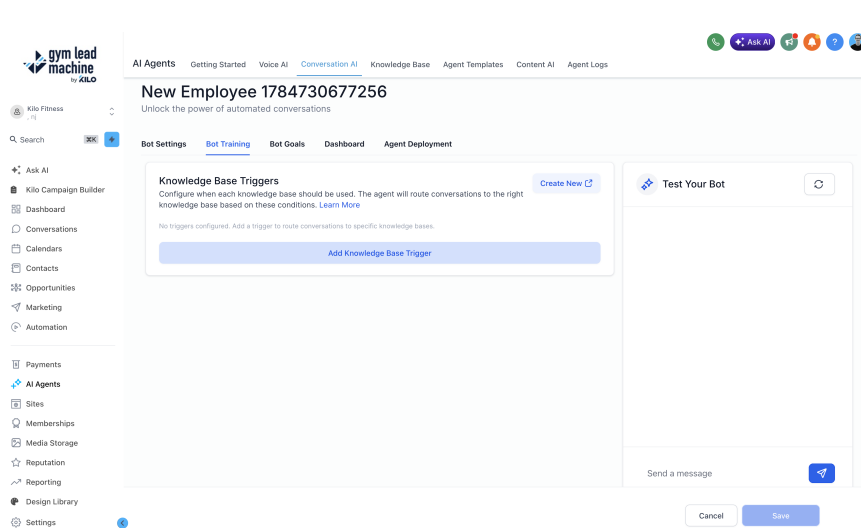
To choose which channels the bot uses, go to **Settings → Conversation AI** and add channels from the **Supported Channels** dropdown.

How do I train the bot?

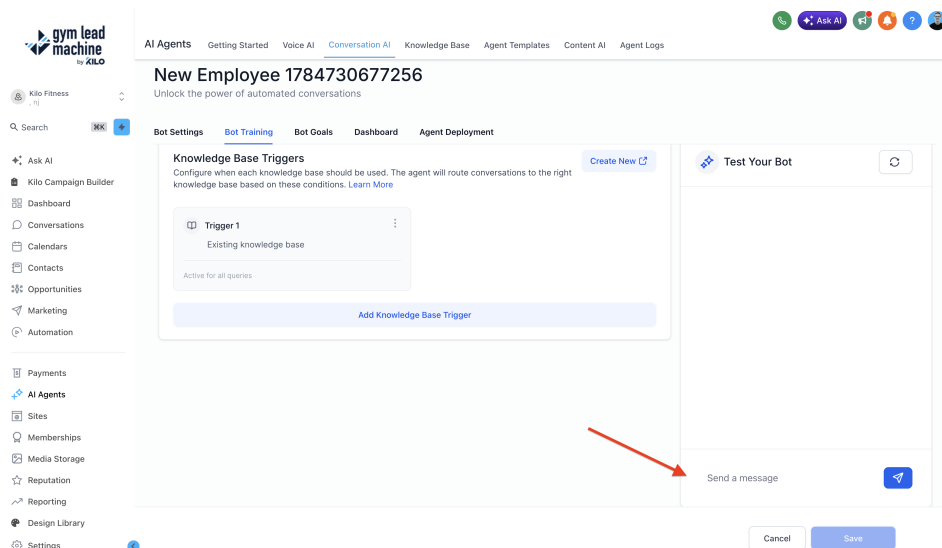
Training your bot starts with [creating a Knowledge Base](#).

Once a Knowledge Base is created

1. Go to AI Agents, Conversation AI, Agent List
2. Then select your agent to edit (three vertical dots, then Edit)
3. Find **Bot Training** in your Conversation AI settings.
4. Connect an existing Knowledge Base by selecting “Add Knowledge Base Trigger” or create a new one



5. Click Save
6. Test your bot.



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