

Review and improve assistant responses

Use observed conversations to make one measurable improvement.

THE FINISHED RESULT

The corrected behavior passes the original failing cases and routine cases still work.

Before you start

Environment: HighLevel Conversation AI and supported knowledge-base tools

Access and plan: Demo account with the relevant AI feature enabled and an approved test budget.
Voice AI and chat may have different configuration and usage requirements.

Practice project: Harbor enquiry helper

Use a separate demo project and fictional information. Record the exact project and version you use.
Keep passwords, verification codes and private customer information out of screenshots and notes.

Official walkthroughs

HighLevel: [Conversation AI agent logs](#)

HighLevel: [Create and attach knowledge bases](#)

Open the credited publisher walkthrough for current interface instructions and available screenshots, then return to the SETLY exercise. External courses remain with their publishers; this PDF does not reproduce their complete tutorial.

Your practice task

Finish one action at a time. Inspect the resulting screen or record before moving on. If a control differs, check the matching official instructions instead of guessing.

01 / Step 1

Choose a small set of labelled test conversations and categorize errors as missing knowledge, wrong action, poor routing or unclear wording.

Check: record what changed and confirm you are still working in the intended demo project.

02 / Step 2

Inspect agent logs for the first incorrect decision and compare its input with the approved source.

Check: record what changed and confirm you are still working in the intended demo project.

03 / Step 3

Change the relevant source or configuration, record the reason and preserve the previous setting for comparison.

Check: record what changed and confirm you are still working in the intended demo project.

04 / Step 4

Rerun the same test set. Report passed cases and remaining failures without turning a small test into a claim about all customers.

Check: record what changed and confirm you are still working in the intended demo project.

Test, troubleshoot, repeat.

If something goes wrong

If results vary between runs, repeat the scenario and inspect tool outcomes rather than selecting only the best response.

If your screen is different

Compare the product, editor, user permissions and selected account with the guide. Open the official reference for your version. Do not perform a live change whose effect you cannot verify.

Final verification

The corrected behavior passes the original failing cases and routine cases still work.

Repeat the task with one small variation. Record the test date, project/version, expected result, observed result and a non-sensitive evidence reference. Mark skipped checks as untested.

Your evidence record

Test date: _____ Project/version: _____

Observed result: _____

Evidence reference: _____

Remaining issue and next action: _____

Sources and guide status

Original exercise by Ray / SETLY. Credited technical references are linked on page one. Prepared 1 October 2026. SETLY screen recording and independent learner reproduction are not yet complete. No platform affiliation is implied.

[Open the online practice guide and editable checklist](#)