



Conversation management and versioning

Purpose

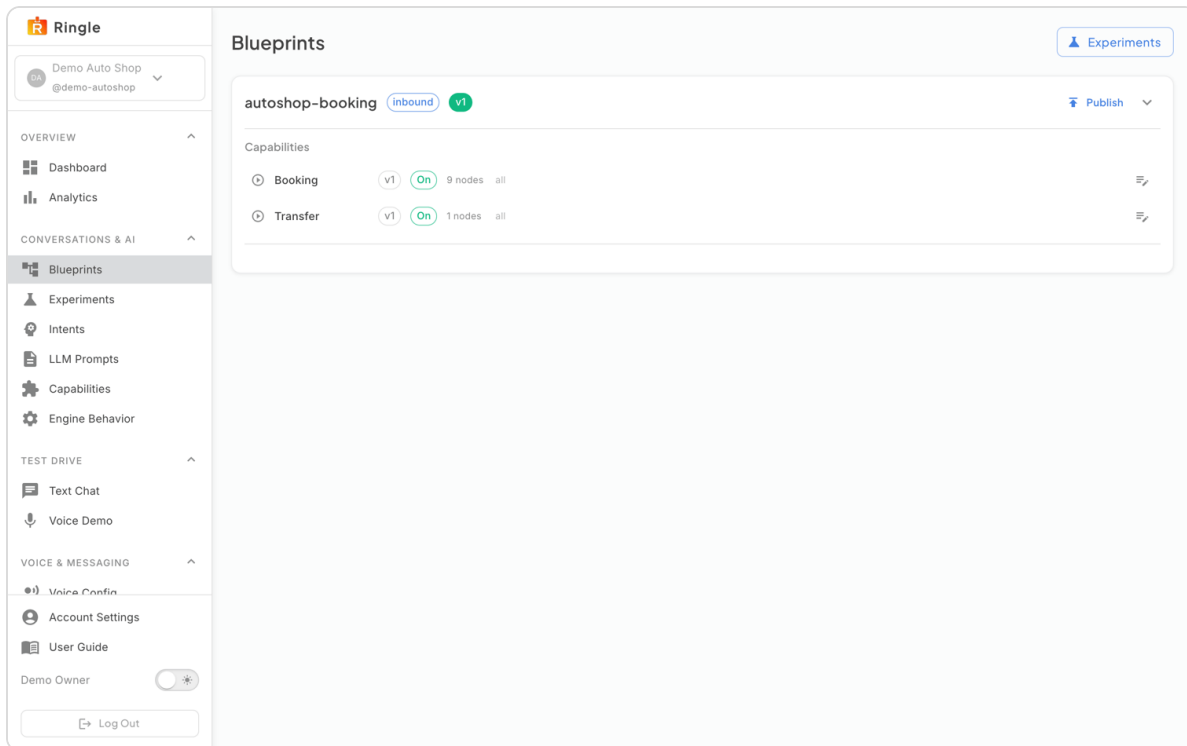
The Blueprints page is the home of your tenant's conversation design. It lists each conversation blueprint, the capabilities it is assembled from, the channels it serves, and the Publish action that turns your latest edits into the live version.

Prerequisites

- A tenant membership. The page shows the active tenant's blueprints only.
- At least one blueprint. Every demo tenant ships with one (Demo Auto Shop has `autoshop-booking`).

Steps

1 Step 1



⚡ Action: Click Blueprints under Conversations & AI in the sidebar.

✓ **What you should see:** A card appears for each blueprint. The card header shows the blueprint name, a direction chip (inbound or outbound), and a green version chip such as "v2". While unpublished changes exist, a grey "Draft" chip appears instead. Under Capabilities, each row lists one capability with its version chip, an On or Off chip, the step count ("6 steps"), and the channels it serves ("all" or specific channel chips). Each row also has an Edit flow button that opens that capability in the Playbook-first conversation editor. The card header also carries a Publish button and an expand chevron. An Experiments button sits at the top right of the page.

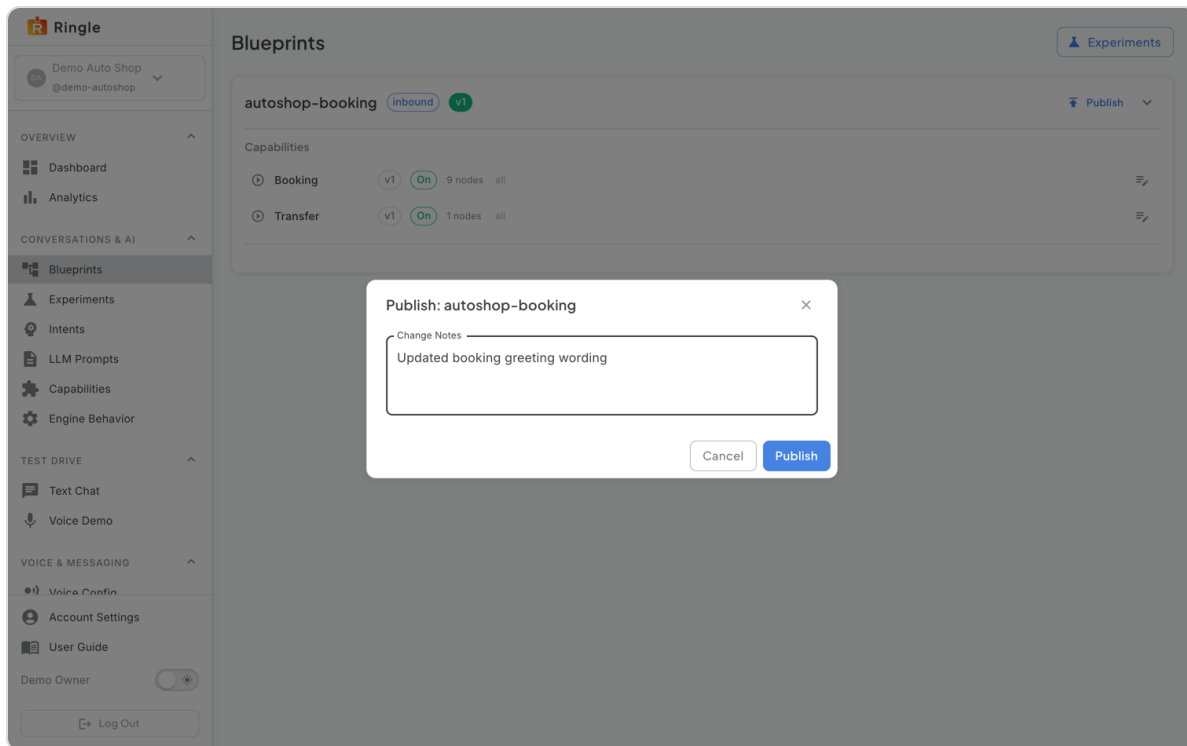
2 Step 2

The screenshot shows the Ringle Blueprints interface. On the left is a sidebar with the Ringle logo and a user profile 'Demo Auto Shop @demo-autoshop'. The sidebar menu includes sections for OVERVIEW (Dashboard, Analytics), CONVERSATIONS & AI (Blueprints, Experiments, Intents, LLM Prompts, Capabilities, Engine Behavior), TEST DRIVE (Text Chat, Voice Demo), and VOICE & MESSAGING (Voice Config, Account Settings, User Guide). At the bottom of the sidebar is a 'Demo Owner' toggle and a 'Log Out' button. The main content area is titled 'Blueprints' and features a 'Publish' button and an 'Experiments' link. A blueprint card for 'autoshop-booking' is shown, labeled 'inbound' and 'v1'. It lists two capabilities: 'Booking' (v1, On, 9 nodes, all) and 'Transfer' (v1, On, 1 nodes, all). Below the capabilities is an 'Enabled Channels' section with checkboxes for Voice, Chat, SMS, Email, Instagram, Twitter, and LinkedIn. The 'Voice', 'Chat', 'SMS', and 'Email' checkboxes are checked, while 'Instagram', 'Twitter', and 'LinkedIn' are unchecked.

⚡ Action: Click the chevron at the right edge of the blueprint card to expand it.

✓ What you should see: An Enabled Channels section appears below the capabilities with a checkbox per channel (Voice, Chat, SMS, Email, Instagram, Twitter, LinkedIn). The checkboxes are display only. They show which channels the blueprint answers on; you cannot edit them here.

3 Step 3



⚡ Action: Click Publish on the blueprint card. Review the publish dialog. Type a short note in Change Notes describing what changed. Then click Cancel. Click Publish only when you actually want to release a new version.

✅ What you should see: A dialog opens titled "Publish:" followed by the blueprint's identifier (for example "Publish: autoshop-booking"). It has one optional Change Notes field ("Describe what changed in this version...") and Cancel and Publish buttons. Confirming records a new version with your note and recomposes the conversation from its capabilities. When it succeeds, it shows "Blueprint published and composed". Cancel closes the dialog with nothing changed.

Troubleshooting

- “No blueprints configured”: the tenant has no blueprint yet. Use the Create Blueprint button on the empty state to start one in the editor.
- “Composition failed: ...” after publishing: one of the capability flows failed to assemble. Open the named capability with Edit flow, fix the reported problem, and publish again.
- “Failed to publish”: a transient save error. Reload the page and retry; if it persists, sign out and back in.
- A capability row shows “? nodes”: the page could not load that flow’s body to count steps. Open it with Edit flow to see the actual flow.

Notes

- Route: `/settings/conversations` (the bare `/settings` path redirects here). The sidebar label is Blueprints, under Conversations & AI. Source components: `pages/settings/ConversationManagementPage.jsx` and `components/conversation-versioning/PublishDialog.jsx` in the portal app.
- `/settings/conversation-flows` is a compatibility redirect to `/settings/conversations`.
- Every publish records a version with your change notes, but the portal has no version history browser, diff view, or rollback screen. To supersede a bad version, fix the flows and publish again; the change notes are your record of what each version changed.
- Nothing on this page is platform-admin-only; any member who can open the page sees the same controls.
- The captures were taken in the Demo Auto Shop tenant, signed in as the tenant owner. The blueprint shown is `autoshop-booking`; another demo tenant ships a different blueprint.