Fube

GUIDE

What Fube's AI Agent remembers and how to delete it



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> The AI Agent doesn't start from scratch in every conversation. It picks things up as it goes: that your usual withholding is 15%, that you tend to invoice at the end of the month, that when you say ‘the big customer’ you always mean the same one. That's what makes your second week with it more comfortable than the first.

It's also what means that, one day, it will answer you based on something that's no longer true. This guide is about opening up that memory: seeing it, correcting it, deleting it and — above all — knowing which part of it your team can see.

Before you start

There's nothing to switch on. The AI Agent is included in all Fube plans and its memory comes with it. Just two things worth being clear about:

- **The memory lives on your account's server, not in your browser.** If you change laptop, log in from your phone or clear your Chrome history, the agent still remembers the same things.
- **You view it in the assistant panel.** Its **Memory** button shows everything it remembers about your company and about you, and that's where you make it forget. Correcting or confirming a memory, on the other hand, is still done by talking to it in the chat. There's no memory section in Settings.

Step 1 — See what it remembers

This is the first thing you should do, even if only once.

Open the assistant and click **Memory**, the brain button in the panel header, next to the three dots. The **What Fube remembers** sheet opens, with two sections:

Section	What's in it	Who sees it
Company	What Fube remembers about the business, and takes into account with anyone	The whole team
Yours	What it remembers about you, and takes into account with you	Only you

Each memory is shown with its text, its type — **Fact**, **Preference**, **Rule**, **Pattern** or **Context**, the ones in step 3 — and its date. At an installation firm, for example, **Company** might show ‘Residents' associations are invoiced at 30 days and paid by direct debit’, as a **Rule**. They all appear, including the ones Fube has saved on its own without telling you in the chat (step 3). What never appears is your colleagues' personal memories.

That separation between the company and you isn't cosmetic: it's the heart of this guide.

You can also ask it in the chat. Type / to open the shortcuts menu: the **Memory** entry (‘View or manage agent memories’) writes the question for you. Or in your own words:

> What do you remember about me and about my company?

But the chat isn't an inventory. There it gives you back your **preferences** and your company's **rules**; of the rest, only what resembles the topic you ask about — ‘what do you remember about my invoicing series?’ — because it searches by meaning, it doesn't list. To see everything, use the sheet.

Step 2 — Understand the two levels: yours and the company's

Everything the agent remembers lives in one of two places, and only one of them is private.

Level	Who sees it	What it's for
User memory	Only you	Your working habits: how you prefer answers, which customers you always deal with, the aliases you use
Company memory	Everyone who uses the agent in your Fube	Business rules: default series, usual payment terms, categorisation criteria

What you can't work out by looking at the screen, and should know: the scope **doesn't depend on the type of memory**. A ‘fact’ doesn't automatically go to the company, nor does a ‘preference’ automatically stay with you. By default everything is saved at your personal level, and it's the agent that decides to move it out of there, at the moment of saving it, based on what you've told it. If you're the owner or an administrator and you want something kept at company level, ask for it in those words: *‘save this as a company rule’*.

And who can do it: only the owner and administrators. Company memory is read by the whole staff, so only they write it. With any other role, the agent can't save anything for you at company level, neither when you ask it to nor when it picks it up on its own from your conversation (step 3): whatever you say there stays in your user memory. There's no ‘mark as shared’ action; the boundary is set by the role. Even so, if you're the owner or an administrator, before dictating confidential terms for a specific customer or an employee's personal data, bear in mind that whatever goes into company memory will be seen by anyone who uses the agent.

Step 3 — How something gets into memory (and why you sometimes don't see it)

Here's what almost nobody knows, and it's the reason step 1 is worth it.

Route 1: the agent saves it during the conversation. When you tell it something it thinks is useful for the future, it saves it and shows you: a collapsible block appears in the reply saying **‘Saved to memory’**. Note the nuance: **it doesn't ask you first, it shows you afterwards**. There's no proposal with accept or discard buttons; by the time you read it, it's already saved. If you don't like it, it can be deleted (step 5).

Route 2: Fube rereads the conversation on its own. Every ten messages in a conversation, Fube reviews it in the background, extracts what it thinks is worth remembering and saves it. **This route doesn't leave a single line in the chat.** Memories that arrive this way start out marked as inferred — not confirmed by you — and their confidence goes up each time the same thing is found again in later conversations. Some start out with an expiry date and disappear on their own. And here, too, the role rules: if the person talking isn't the owner or an administrator, whatever the rereading takes to be a company rule is saved in their user memory, not in everyone's.

That's why it's worth opening the **Memory** sheet from time to time: it's where you can see what came in this way without having to guess what to ask. The chat isn't the same. The only things the agent can list for you in one go are your user **preferences** and your company's **rules**. Everything else — facts, patterns, context, and also a preference that was saved at company level or a rule at user level — only shows up if you ask about a topic that's similar enough, and even then it brings back **ten memories at most** per question. And those are precisely the types the automatic route tends to write.

The practical upshot: for a review, use the sheet; to ask about something specific — 'what do you remember about my customers?' — use the chat.

Each memory also has a label, and the agent tells you what it is when it shows it to you. There are five:

Type	What it is
Fact	A specific piece of data: 'Acme's withholding is 15%'
Preference	How you like to work: 'I always export to Excel'
Rule	A business criterion: 'transport expenses are charged to the project'
Pattern	Something you repeat: 'I invoice Acme on the 1st of every month'
Context	Situational information, usually temporary

Step 4 — Correct anything that's wrong

If something has changed, tell it in the same conversation:

> Update what you remember: Acme's withholding is now 7%.

The change is applied straight away — **it doesn't ask you to confirm updates either** — and you'll see the notice **'Memory updated'** in the reply.

And there's one thing hardly anyone does that's worth doing: if the agent has worked something out on its own and it turns out to be accurate, **confirm it**. It stops treating it as an assumption and starts taking it as settled.

> Yes, that's correct: remember it as certain.

Step 5 — Delete what you don't need

The easiest way is the **Memory** sheet: each memory has its own bin. When you click it, Fube asks you ‘Forget this memory?’ with the text in front of you, and once you confirm with **Forget** it disappears.

Who can forget what:

- **Your own, always.** Anyone can forget what Fube remembers about them.
- **The company's, only the owner and administrators**, who are also the only ones who write it (step 2). With any other role — a sales rep, for example — the **Company** section looks the same, but without the bin. The chat isn't a shortcut either: if you ask the agent, it won't delete it. If something there is wrong, ask the owner or an administrator.

Before deleting, it shows you what it's going to forget and waits for your go-ahead: forgetting a memory is on the list of things the agent has to confirm before doing them, like issuing an invoice or deleting an expense. Even so, tell it exactly what to forget — ‘forget the thing about Acme's withholding’ rather than ‘clear your memory’ — because what it shows you to confirm is what it has understood. For a thorough clear-out, use the sheet, memory by memory, rather than a ‘delete everything’ in the chat.

Once a memory is gone **it can't be recovered**, wherever it was deleted from: if you want it back, it will have to learn it again.

It's the right move when you change roles, when the business changes or when you notice the agent is carrying a wrong assumption around and you don't know where it comes from.

What memory isn't

- **It doesn't save your conversations.** It saves standalone sentences that it summarises on its own. Chat history is something else; it's kept separately and isn't deleted when you clear the memory.
- **It doesn't cross companies or colleagues.** When someone else in your Fube asks the agent, their searches reach the company memory and **their own**, never your personal one.

- **It isn't a Fube setting.** The agent remembering that you usually use series B doesn't change the default series on your account: it's a note it keeps to work better with you, not a configuration. If you want to actually change the setting, you need to go to the relevant screen.
- **It can't be exported.** The **Memory** sheet shows all of it, but there's no download button. If you need a copy of something, copy it from there by hand.
- **It can't be edited in the sheet.** From there you can view and forget; to correct or confirm a memory, tell it in the chat (step 4).

Edge cases and common mistakes

- **The agent keeps insisting on something that's no longer true and you don't know why.** It almost always comes from the automatic route: open **Memory**, find the memory in both sections and forget it. Correcting it verbally in a conversation doesn't change it.
- **A confidential piece of information has slipped into the company memory.** Delete it as soon as possible, or ask the owner or an administrator if you can't see the bin. Deletion is irreversible, which in this case is exactly what you want.
- **The Memory button doesn't appear.** It's in the header of the assistant panel, not on the Settings page. Open it with its button in the top bar or with Ctrl J (⌘ J on Mac).
- **You told it 'remember this' and nothing appears.** The agent decides what's worth saving. If something is important, say it in a short, specific sentence — 'Acme's withholding is 7%' — instead of leaving it buried in a long paragraph.
- **It tells you it 'will bear it in mind from now on'.** That's the correct phrasing and it means memory, not configuration. If at any point it tells you it has 'enabled' or 'configured' something from the chat, check it on the relevant screen.
- **You have lots of very long memories.** Every time the agent reads them to answer you, those tokens count as input usage. It's not much, but if your usage shoots up, cleaning them up is one of the levers.

Frequently asked questions

Does memory use up the AI Agent budget?

Yes, though not much. Reading it counts as input tokens for the cycle. You'll find the details in the guide to the **AI Agent budget**.

Can my colleagues see what the agent remembers about me?

User memory, no: it's private to your user. Company memory, yes: anyone who uses the agent in your Fube can see it.

Does company memory take precedence over mine when they contradict each other?

There's no established priority rule, nor any automatic conflict warning. If you spot two memories that contradict each other, the solution is to delete the one you don't need.

Does it sync across my devices?

Yes. It lives on the server, not in the browser, so it doesn't matter where you log in from.

Can I turn memory off completely?

There's no switch to turn it off. What you can do is forget your own memories whenever you like from the **Memory** sheet — and the company's, if you're the owner or an administrator — and review it again from time to time.

Review it once and rest easy

Five minutes on its **Memory** sheet will save you the awkward moment of discovering, halfway through an invoice, that the agent was taking something from six months ago for granted. Open it today, delete what you don't need and look at it again whenever something important changes in the business.

You'll find full details of the module in **AI Agent memory and multi-chat**, the first steps in **getting started with the AI Agent** and, if you don't use Fube yet, you can **create your free account** and try it from day one.

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