

■ BananaCo Knowledge Base

This document serves as the internal knowledge base for BananaCo, designed for use in Retrieval-Augmented Generation (RAG) pipelines. It contains structured, queryable content to assist in AI-powered customer support email response generation.

1. Company Overview

BananaCo is a software company providing customer engagement solutions.

- **Founded:** 2016
- **Headquarters:** Austin, Texas, USA
- **Mission:** Empower businesses to build stronger customer relationships through simple, affordable, and powerful software.
- **Primary Offerings:** BananaCRM, BananaDesk, BananaAnalytics
- **Support Hours:** Monday–Friday, 8:00 AM – 8:00 PM CST. Enterprise customers receive 24/7 emergency support.

2. Products

2.1 *BananaCRM*

Customer Relationship Management platform for sales and support teams.

- **Core Capabilities:**
 - Contact & account management
 - Deal and pipeline tracking
 - Automated follow-ups
 - Email/calendar integrations (Gmail, Outlook, IMAP/SMTP)
- **Use Case:** Ideal for growing sales teams needing visibility across customer pipelines.
- **Pricing Tiers:**
 - Starter: \$15/user/month
 - Growth: \$35/user/month
 - Enterprise: Custom pricing with SLA & advanced integrations

2.2 *BananaDesk*

Helpdesk + ticketing software.

- **Core Capabilities:**
 - Multi-channel support (email, live chat, phone, social media)
 - SLA enforcement & escalation rules
 - AI-driven ticket assignment
 - Built-in knowledge base/self-service portal
- **Use Case:** Support teams seeking to unify all customer queries in one system.

- **Pricing Tiers:**
- Basic: \$20/agent/month
- Pro: \$50/agent/month
- Enterprise: Custom pricing with advanced routing & SSO

2.3 BananaAnalytics

Business Intelligence & Analytics suite.

- **Core Capabilities:**
- Customizable dashboards
- Integration with BananaCRM & BananaDesk
- Export (CSV, Excel, PDF)
- Predictive trend analysis (upcoming Q4 2025)
- **Pricing Tiers:**
- Standard: \$30/user/month
- Advanced: \$70/user/month

3. Billing & Payments

- **Payment Methods:** Credit Card, PayPal, ACH (Enterprise)
- **Billing Frequency:** Monthly or Annual (15% discount for annual prepay)
- **Refund Policy:** 30-day money-back guarantee (new customers only)
- **Invoice Access:** Downloadable in dashboard → Billing section
- **Late Payment Policy:** 7-day grace period → account suspension after 8th day

4. Technical Support

4.1 Common Issues & Resolutions

- **Login Failure:** Reset via login page → If unresolved, contact support.
- **Email Integration Errors:** Validate IMAP/SMTP settings → ensure correct ports & auth.
- **App Performance Issues:** Clear browser cache, update to latest version, check service status page.

4.2 Escalation Path

- **Level 1:** General support (FAQ & setup issues)
- **Level 2:** Technical specialists (configuration, advanced troubleshooting)
- **Level 3:** Engineering team (bugs, outages)

4.3 SLA Commitments (Enterprise)

- **Response Time:** < 1 hour
- **Resolution Targets:**

- Critical: 4 hours
- High: 12 hours
- Medium: 24 hours
- Low: 72 hours

5. Security & Compliance

- **Hosting:** AWS, US-based data centers
- **Encryption:** TLS 1.2+ in transit, AES-256 at rest
- **Certifications:** SOC 2 Type II, GDPR, CCPA compliant
- **Data Retention:** 90 days after termination, then full deletion
- **Authentication:** SSO (SAML, Okta, Azure AD) for Pro/Enterprise

6. Account Management

- **Account Creation:** [bananaco.com/signup]
- **Cancellation:** Dashboard → Billing → Cancel Plan
- **Upgrade/Downgrade:** Immediate with prorated billing
- **Roles & Permissions:**
 - Admin: Full access
 - Manager: Team-level visibility
 - Agent: Standard operational access
 - Read-only: View only
- **Password Requirements:** ≥12 chars, mix of uppercase, lowercase, number, symbol

7. Integrations

- **Communication:** Slack, Teams, Zoom
- **Calendars:** Google, Outlook
- **Storage:** Drive, Dropbox, OneDrive
- **Finance/ERP:** QuickBooks, Xero, Salesforce (Enterprise only)

8. Product Roadmap (Public)

Q4 2025 Planned Releases:

- BananaCRM → AI-based lead scoring
- BananaDesk → WhatsApp channel support
- BananaAnalytics → Predictive analytics module

9. Service Status & Outages

- ****Live Status:**** [status.bananaco.com]
- ****History:**** 90-day uptime reports online
- ****Notifications:**** Email for all, SMS for Enterprise customers

10. Contact Directory

- ****General Support:**** support@bananaco.com
- ****Sales Inquiries:**** sales@bananaco.com
- ****Phone (US):**** +1 (800) 555-BANANA
- ****Enterprise Hotline:**** +1 (800) 555-2470
- ****Mailing Address:**** 123 Banana Blvd, Austin, TX 78701, USA

11. Internal Notes for AI RAG

- Responses should always:
 1. Reference official BananaCo policies.
 2. Provide links to status pages or KB articles when applicable.
 3. Escalate high-priority issues to human support.
- Avoid making commitments outside of documented SLAs.
- Always confirm plan tiers before quoting features.

End of BananaCo Knowledge Base (Version 1.0)