Configuration

Session Management

Session ID

(?)

session_015211

Planning Mode

Agent Mode: ②

ReAct

Planning

H Memory

Gurrent SessionInfo

Session ID: session 015211

Messages: 4

Has Profile: <a>

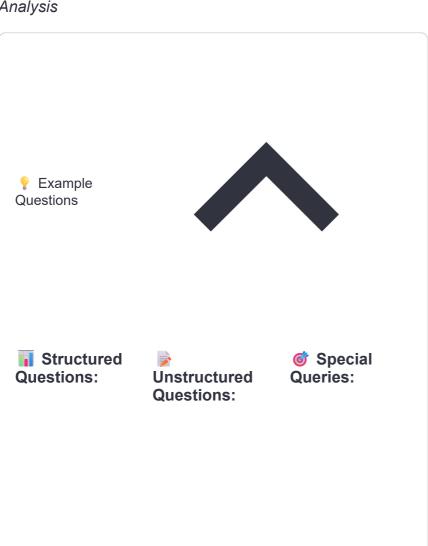
User Profile:

User is interested in structured analysis and has explored various categories of customer service intents, indicating a preference for detailed and organized information on different types of customer issues. Specifically, they have looked into refund-related intents and now seek broader categorization of customer service issues, suggesting an analytical approach to understanding customer interaction types.

Quick Actions

Data Analyst Chatbot LangGraph Implementation

Powered by LangGraph • Customer Service Dataset Analysis





How many get refund intents are there?



There are 997 instances of the "get_refund" intent in the Bitext Customer Service dataset.



What categories exist?



The available categories for customer service issues are as follows:

- ORDER concerns related to placing or managing orders.
- 2. SHIPPING problems or inquiries about the shipping process.
- 3. CANCEL requests or questions regarding order cancellations.
- 4. INVOICE issues pertaining to invoices or billing statements.
- 5. PAYMENT problems or queries about payment methods or transactions.
- 6. REFUND requests or questions about refunds and return policies.
- 7. FEEDBACK customer feedback on products or services.
- 8. CONTACT inquiries about how to contact support or other departments.
- 9. ACCOUNT issues related to user accounts, such as login problems or account management.
- DELIVERY concerns about delivery status or delivery-related issues.
- 11. SUBSCRIPTION questions or problems with subscriptions, including sign-ups, cancellations,

and renewals.

These categories cover a broad range of potential customer interactions and can help in organizing and understanding the types of issues customers typically face.

| ☞ Features: | | Tips: |
|--------------------------------------|--|---------------------------------------|
| Query | | Use Session ID |
| Classification | Data Filtering & Counting | for persistence |
| Memory | O | Try follow-up |
| Persistence | Example Retrieval | questions |
| Follow-up | | Explore different |
| Support | Summarization & Analysis | sessions |
| Session Explorer | • | Test memory |
| · | SessionManagement | features |