

Configuration

Session Management

Session ID 

session_015211

Planning Mode

Agent Mode: 

☐ ReAct

☒ Planning

Memory

Current Session Info

Session ID: session_015211

Messages: 4

Has Profile: 

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*

💡 Example
Questions



📊 **Structured
Questions:**

📄 **Unstructured
Questions:**

🎯 **Special
Queries:**



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:

1. 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.
10. 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:

- Query Classification
- Memory Persistence
- Follow-up Support
- Session Explorer

Tools Available:

- Data Filtering & Counting
- Example Retrieval
- Summarization & Analysis
- Session Management

Tips:

- Use Session ID for persistence
- Try follow-up questions
- Explore different sessions
- Test memory features