Enterprise AI Support - Demo Guide

Version: V20-OP3 **Last Updated**: January 13, 2026 **Live Demo**: https://atc-support-v20-op3.vercel.app

Quick Overview

This AI-powered support platform adapts to **3 operational modes** with **10 specialized personas**. Each persona receives tailored responses and interactive widgets based on their role.

How to Use

1. Open a demo URL (listed below)
2. Type a question in the chat input
3. Receive an AI response with interactive widgets
4. Try different questions to see role-specific responses

Mode 1: Government Contract Management

For government contractors managing federal contracts and compliance.

Personas & Demo URLs

Persona	Name	Role	Demo URL
COR	Alexa Johnson	Contract Officer Representative	`/demo/cor`
Program Manager	Jennifer Chen	Government Program Manager	`/demo/program-manager`
Stakeholder Lead	Jessica Martinez	Stakeholder Engagement Lead	`/demo/stakeholder-lead`

Sample Questions & Responses

COR (Alexa Johnson)

Question	Response Widget
"Show me the contract status"	Contract Performance Dashboard
"Who are my top performers?"	Agent Performance Comparison
"Draft response about the outage"	Response Composer
"Open the most urgent access issue"	Ticket Detail (TICK-001)
"Show me the latest end user request"	Live Zoho Desk Tickets

Program Manager (Jennifer Chen)

Question	Response Widget
"Show me the sprint burndown"	Contract Performance Dashboard
"Who are my top performers?"	Agent Performance Comparison

"Draft response about the outage"	Response Composer
"Open the most urgent access issue"	Ticket Detail (TICK-001)
"Show me the latest end user request"	Live Zoho Desk Tickets

Stakeholder Lead (Jessica Martinez)

Question	Response Widget
"Show stakeholder engagement"	Stakeholder Engagement Dashboard
"Who are my top performers?"	Agent Performance Comparison
"Draft response about the outage"	Response Composer
"Open the most urgent access issue"	Ticket Detail (TICK-001)
"Show me the latest end user request"	Live Zoho Desk Tickets

Mode 2: Project Management

For internal project teams managing sprints, deployments, and team workload.

Personas & Demo URLs

Persona	Name	Role	Demo URL
Project Manager	Dale Thompson	Project Manager	/demo/project-manager
Service Team Lead	Herbert Roberts	Technical Team Lead	/demo/service-team-lead
Service Team Member	Molly Rivera	Team Member	/demo/service-team-member

Sample Questions & Responses

Project Manager (Dale Thompson)

Question	Response Widget
"Show sprint burndown"	Sprint 24 Burndown Chart
"Who are my top performers?"	Agent Performance Comparison
"Draft response about the outage"	Response Composer
"Open the most urgent access issue"	Ticket Detail (TICK-001)
"Show me the latest end user request"	Live Zoho Desk Tickets

Service Team Lead (Herbert Roberts)

Question	Response Widget
"Show me team status"	Team Workload Dashboard

"Show code quality metrics"	Code Quality Dashboard
"Who are my top performers?"	Agent Performance Comparison
"Draft response about the outage"	Response Composer
"Open the most urgent access issue"	Ticket Detail (TICK-001)
"Show me the latest end user request"	Live Zoho Desk Tickets

Service Team Member (Molly Rivera)

Question	Response Widget
"Show my dashboard"	Personal Performance Dashboard
"Who are my top performers?"	Agent Performance Comparison
"Draft response about the outage"	Response Composer
"Open the most urgent access issue"	Ticket Detail (TICK-001)
"Show me the latest end user request"	Live Zoho Desk Tickets

Mode 3: ATC Customer Support

For ATC customer support operations - executives, managers, agents, and customer success.

Personas & Demo URLs

Persona	Name	Role	Demo URL
Executive	Jennifer Anderson	C-Level Executive	/demo/atc-executive
Manager	David Miller	CS Manager	/demo/atc-manager
Support Agent	Christopher Hayes	Support Agent	/demo/atc-support
CSM	Jordan Taylor	Customer Success Manager	/demo/atc-csm

Sample Questions & Responses

Executive (Jennifer Anderson)

Question	Response Widget
"Show executive summary"	ATC Executive Summary
"Who are my top performers?"	Agent Performance Comparison
"Draft response about the outage"	Response Composer
"Open the most urgent access issue"	Ticket Detail (TICK-001)
"Show me the latest end user request"	Live Zoho Desk Tickets

Manager (David Miller)

Question	Response Widget
"Compare agent performance"	Agent Performance Comparison
"Show team workload"	Team Workload Dashboard
"Who are my top performers?"	Agent Performance Comparison
"Draft response about the outage"	Response Composer
"Open the most urgent access issue"	Ticket Detail (TICK-001)
"Show me the latest end user request"	Live Zoho Desk Tickets

Support Agent (Christopher Hayes)

Question	Response Widget
"Show my open tickets"	Live Zoho Desk Tickets
"Show ticket TICK-001"	Ticket Detail
"Who are my top performers?"	Agent Performance Comparison
"Draft response about the outage"	Response Composer
"Open the most urgent access issue"	Ticket Detail (TICK-001)
"Show me the latest end user request"	Live Zoho Desk Tickets

CSM (Jordan Taylor)

Question	Response Widget
"Show customer health"	Client Health Dashboard
"Show at-risk customers"	Customer Risk List
"Who are my top performers?"	Agent Performance Comparison
"Draft response about the outage"	Response Composer
"Open the most urgent access issue"	Ticket Detail (TICK-001)
"Show me the latest end user request"	Live Zoho Desk Tickets

Universal Questions (Work for All Personas)

These 4 questions work across all 10 personas and return appropriate widgets:

Question	Widget Returned	Description
"Who are my top performers?"	Agent Performance Comparison	Shows top/bottom performers with metrics

"Draft response about the outage"	Response Composer	AI-generated response template
"Open the most urgent access issue"	Ticket Detail (TICK-001)	Critical ticket with full details
"Show me the latest end user request"	Live Zoho Desk Tickets	Real-time ticket list from Zoho

Widget Types Available

Widget	Description	Best For
Executive Summary	High-level KPIs and metrics	Executives
Agent Performance Comparison	Top/bottom performer analysis	Managers, Leads
Team Workload Dashboard	Task distribution across team	Team Leads
Sprint Burndown Chart	Sprint progress visualization	Project Managers
Contract Performance Dashboard	Contract compliance metrics	Government roles
Stakeholder Engagement Dashboard	Stakeholder tracking	Stakeholder Leads
Personal Performance Dashboard	Individual metrics	Team Members
Client Health Dashboard	Customer health scores	CSMs
Customer Risk List	At-risk customer alerts	CSMs, Managers
Ticket Detail	Full ticket information	Support Agents
Live Zoho Desk Tickets	Real-time ticket list	Support Agents
Response Composer	AI-generated responses	All roles
Code Quality Dashboard	Code metrics	Technical Leads
SLA Performance Chart	SLA compliance tracking	Managers
Knowledge Base Search	Article search	Support Agents

Quick Demo Script

5-Minute Demo Flow

1. **Start**: Open `/demo/atc-support` (Support Agent view)
2. **Ask**: "Show my open tickets" → See live ticket list
3. **Ask**: "Open the most urgent access issue" → See detailed ticket view
4. **Switch**: Navigate to `/demo/atc-manager` (Manager view)
5. **Ask**: "Who are my top performers?" → See performance comparison
6. **Ask**: "Draft response about the outage" → See AI response composer
7. **Switch**: Navigate to `/demo/atc-executive` (Executive view)

8. **Ask**: "Show executive summary" → See executive dashboard

Key Points to Highlight

- Same question, different widgets based on role
- AI understands context and user needs
- Real-time data integration (Zoho Desk)
- Actionable insights, not just data

Feature Highlights

Role-Based Intelligence

- Each persona sees information relevant to their role
- No information overload - just what matters

Interactive Widgets

- Not just text responses - rich, interactive dashboards
- Click-through to details
- Real-time data

AI-Powered Responses

- Natural language queries
- Context-aware answers
- Draft response generation

Quick Actions

- Sidebar shows role-specific shortcuts
- One-click access to common tasks

Technical Notes (For IT Teams)

- **Platform**: Next.js 16 with React 19
- **AI Engine**: Claude (Anthropic)
- **Integrations**: Zoho Desk, Jira (mock data in demo)
- **Deployment**: Vercel
- **Authentication**: NextAuth.js (optional)

Contact

For questions about this demo or to schedule a detailed walkthrough:

Demo URL: https://atc-support-v20-op3.vercel.app

This document covers V20-OP3 with all 10 personas across 3 modes, verified January 13, 2026.