**Ask a human for help when the**

AI doesn't know the answer

What does this do?

* **Starts with a Chat:** It all kicks off when a user sends a chat message via the Chat Trigger. Think of it as the conversation starter.
* **Keeps Context in Memory:** A memory buffer stores parts of the conversation so the system can keep track of what’s been discussed.
* **AI Agent at Work:** An AI agent (powered by GPT-4) tries to answer the user’s question based on the conversation context.
* **Fallback When Unsure:** If the AI isn’t confident about its answer, it triggers a “Not sure?” tool. This tool essentially acts as a safety net by calling a sub-workflow designed to handle uncertainty.
* **Email Check:** The workflow then checks whether the user’s chat message contains an email address using a simple regex check. This step is crucial for determining how to proceed.
* **Prompt or Alert:**
  + **No Email:** If no email is found, the system prompts the user to include one—essentially asking them to repeat their question with their email address.
  + **Email Found:** If an email is detected, the workflow sends a message to a Slack channel to alert human support, ensuring that a real person can step in to help.
* **Guidance Throughout:** Sticky notes peppered throughout the workflow provide extra instructions and reminders (like setting up credentials and Slack details) to ensure everything runs smoothly.