



Customer Success Copilot

## User Role

Choose your role:

Associate



Logged in as: **Associate**

Access to: general,  
internal knowledge  
base(s)

Clear Chat History

Messages in this session: 10

# EchoPilot - Associate Mode

◆ Associate Mode: You have access to internal knowledge base and can create feature request tickets.



hello



Based on the available information: Sample document content for query: hello. Here's my response to your query: hello

*Based on general, internal knowledge base(s)*

Intent: query

Urgency: low

Sentiment: neutral



very bad



Based on the available information: Sample document content for query: very bad. Here's my response to your query: very bad

*Based on general, internal knowledge base(s)*

Intent: query

Urgency: low

Sentiment: negative



i have a complaint



Based on the available information: Sample document content for query: i have a complaint. Here's my response to your query: i have a complaint

*Based on general, internal knowledge base(s)*

Intent: complaint

Urgency: low

Sentiment: neutral



your service is poor and i need refund



Based on the available information: Sample document content for query: your service is poor and i need refund. Here's my response to your query: your service is poor and i need refund

*Based on general, internal knowledge base(s)*

Intent:  
service\_request

Urgency: low

Sentiment: neutral



your service is poor and it is not as what was described in the terms and conditions



Based on the available information: Sample document content for query: your service is poor and it is not as what was described in the terms and conditions. Here's my response to your query: your service is poor and it is not as what was described in the terms and conditions

*Based on general, internal knowledge base(s)*

Intent:

Urgency: low

Sentiment: neutral

Type your message here...

