## EchoPilot

**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

localhost:8501



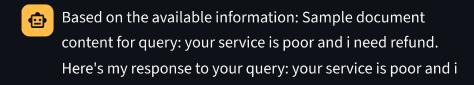
Based on the available information: Sample document content for query: i have a complaint. Here's my response to your query: i have a complaint

Based on general, internal knowledge base(s)

Intent: complaint Urgency: low Sentiment: neutral



your service is poor and i need refund

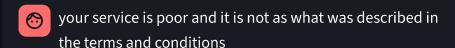


Based on general, internal knowledge base(s)

Intent: Urgency: low Sentiment: neutral

service\_request

need refund



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...



localhost:8501