# CarMate AI Agent Knowledge Base

## Overview

CarMate is a comprehensive online car marketplace that enables users to buy vehicles, request test drives, obtain insurance, and access repair services. The platform connects three primary partner types — dealers, repairers, and insurance providers — through specialized dashboards, subscription models, and integrated communication features.

## User Roles and Functionalities

**1. Users:** CarMate users can explore a wide range of vehicles, request test drives, get their cars insured, and book repair services through the platform. They can also communicate with dealers, repairers, and insurance partners via the integrated messaging system and receive real-time notifications for all activities.

**2. Dealers:** Dealers can subscribe to CarMate under various plans that grant access to different features such as analytics, advertisement posting, sponsorships, and featured ads. They can manage their vehicle listings, monitor engagement metrics, and handle test drive requests through their dealer dashboard.

**3. Repairers:** Repair service providers have a dedicated dashboard to manage repair referrals, respond to user service requests, and track their performance analytics. Subscriptions allow repairers to expand their service reach and visibility on the platform.

**4. Insurance Partners:** Insurance companies can register as partners to offer vehicle insurance services. Their dashboard allows them to manage referrals, analyze engagement data, and track performance metrics for their insurance offerings.

## Subscription Plans

CarMate offers tiered subscription plans for dealers, repairers, and insurance partners. Each tier provides progressive access to analytics, promotional visibility, referral management tools, and advertisement credits. These subscriptions help partners tailor their presence according to their business scale and needs.

## Dashboard Overview

Each partner type has a dedicated dashboard offering comprehensive insights and management tools: • **Dealer Dashboard:** Manage ads, analytics, test drives, and sponsorships. • **Repairer Dashboard:** Handle repair requests, view referral metrics, and monitor service performance. • **Insurance Dashboard:** Manage referrals, analyze partner data, and optimize service offerings.

## Messaging and Notifications

CarMate integrates a robust messaging and notification system that enhances communication across users and partners. Notifications alert users to key events such as

test drive confirmations, insurance approvals, repair updates, and advertisement status changes. The messaging feature allows seamless interaction among dealers, users, repairers, and insurance partners, facilitating efficient workflow management.

## AI Agent Knowledge Integration

This document serves as a structured knowledge base for AI agents integrated within the CarMate ecosystem. By embedding this knowledge in vector databases such as Pinecone, the AI can provide accurate, context-aware responses related to CarMate's services, dashboards, partner management, and user operations. The AI should utilize this data to handle queries, automate support workflows, and assist users efficiently.