



AirChat is Pilot's AI-powered chatbot. It provides automated customer support on your website with intelligent responses grounded in your knowledge base.

Key Features

- **Multi-Provider AI:** Uses Claude (Anthropic) as the primary AI, with fallback to OpenAI and DeepSeek for reliability
- **Knowledge Base:** Add documentation and FAQs the AI uses to answer questions accurately about your business
- **Embeddable Widget:** Add the chat widget to any website with a single script tag — no dependencies required
- **Conversation Persistence:** Chats are saved in the visitor's browser and resume automatically on page reload
- **Conversation History:** Visitors can browse past conversations from the clock icon in the widget header
- **Human Escalation:** Visitors can request human support via the "Human" button. The AI also detects low-confidence responses and suggests escalation. Admin receives an email with the conversation transcript
- **Escalation Alerts:** When a visitor escalates, you get a desktop browser notification, an audio alert, and an on-screen toast — so you never miss an urgent request. The Conversations tab shows a live badge count of open escalations

- **Availability Toggle:** Set your team's availability with the "Accepting Chats" toggle in Settings. When off, escalated visitors see a message that the team is away but will respond as soon as possible
- **Admin Reply:** Reply to escalated conversations directly from Pilot. Replies appear in the visitor's widget within 10 seconds
- **Typing Indicators:** Visitors see when an admin is typing, and vice versa, in real time
- **Image Sharing:** Visitors can attach and send images (PNG, JPG, WebP, GIF — up to 5MB) during a conversation
- **Satisfaction Ratings:** Visitors can rate individual AI responses (thumbs up/down). Overall satisfaction stats (rate, helpful, not helpful) appear at the top of the Conversations tab
- **Visitor Feedback:** Visitors can submit feature requests and bug reports. Review and manage them in the Feedback tab
- **Email Capture:** Optionally collect visitor emails before or during chat. Captured emails are added to your CRM contacts automatically
- **Customization:** Set the bot name, persona, widget color, position, welcome greeting, avatar, header logo, gradient color, and team avatars
- **Domain Restrictions:** Control which domains can display your chat widget

How to Use

Managing Conversations

1. Open the **Conversations** tab to see all chat sessions
2. Filter by status (Active, Escalated, Awaiting Reply, Resolved, Closed)
3. Use the search bar to find conversations by visitor name or email
4. Click a conversation to view the full message thread and reply to escalated chats

Escalation Workflow

1. Visitor clicks "Human" or the AI detects a low-confidence response
2. Status changes to "Escalated" — you receive an email, a desktop notification, and an audio alert
3. A yellow "Waiting for a support agent" bar appears in the visitor's widget
4. Open the conversation in Pilot and type a reply in the admin reply form
5. The visitor sees your reply as a green "Support Agent" bubble within 10 seconds
6. Mark the conversation Resolved when done

Knowledge Base

1. Go to the **Knowledge Base** tab
2. Click **Add Entry** to create a documentation entry (General, Product, Support, Pricing, Technical, FAQ). Optionally attach a screenshot (max 2MB)
3. Click **Sync KB** to rebuild the AI's knowledge index

Settings

Configure in the **Settings** tab:

- **Bot Configuration:** Name, AI provider, persona/system prompt, provider fallback toggle, Chat Active on/off, Accepting Chats toggle
- **Widget Appearance:** Color, position (bottom-right or bottom-left), email capture mode, email capture message, allowed domains
- **Home Screen & Branding:** Welcome greeting, bot avatar, header logo, gradient color, team member avatars, help articles toggle, news tab toggle
- **Usage:** View monthly message count against your plan limit

Embed Code

Copy the script snippet from the **Embed Code** tab and paste it before the closing `</body>` tag on your website.

Feedback

Review visitor-submitted feature requests and bug reports in the **Feedback** tab. Filter by type and status (New, Reviewed, Planned, Resolved, Declined). Click any entry to update its status and add internal admin notes.

Tips

- A detailed bot persona in Settings improves response quality and tone
- Organize knowledge base entries by category so the AI can surface the most relevant content
- Enable provider fallback so the widget stays online if one AI provider has an outage
- Turn off "Accepting Chats" when your team is away — visitors get an honest message instead of waiting indefinitely
- Use "Required" email capture to ensure every visitor is added to your CRM contacts
- Team avatars (up to 4) appear on the widget home screen to give it a personal, branded feel

- Use the "Chat Active" toggle to temporarily disable the widget without removing the embed code from your site