Live Chat Inbox

Your conversation.
Your way to support.



Welcome clients, understand their questions and continue the conversation with human support or knowledge-based AI. One live chat plugin, shaped around the way your organisation serves.

Two plans.
One considered experience.

Choose how each conversation begins and who takes it forward. Live Chat Inbox offers an agent-led plan and a knowledge-based AI plan, each built around a clear route to human support.



Agent-Led

An automated welcome can greet the client and receive their details. The conversation then waits for an available human agent, who handles the support query.

Knowledge-Based AI

AI handles questions using information supplied by your organisation. When it cannot resolve a query, the conversation moves to human support. Agents can also take over when they choose.

A warm welcome.
A human conversation.

The Agent-Led plan keeps your people at the centre of support. A greeting and client-detail intake introduce the conversation before a human agent takes it forward.



Receive the first enquiry

The chat can welcome the client and gather the details needed to begin. After this introduction, the conversation waits for human support rather than relying on AI to answer the query.

Let your team take it forward

An available agent can pick up the waiting conversation, review the information already shared and respond directly. The substance of the support conversation is handled by your team.

Your knowledge.
A more useful first reply.

The Knowledge-Based AI plan uses your organisation's information to handle client questions. The knowledge you provide defines the scope of the AI's replies.

Company-grounded answers

Supply the information your clients need to understand your business, products and services. AI uses that knowledge to carry the conversation forward.



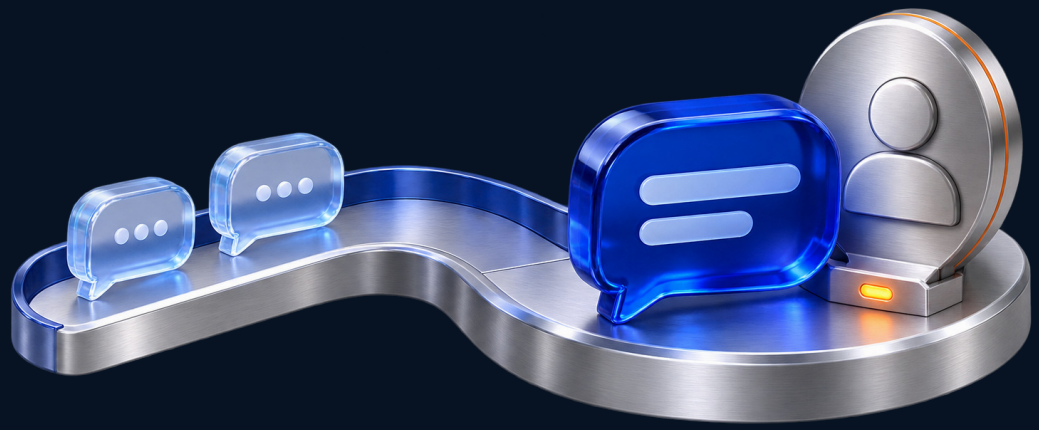
A defined limit

If the supplied knowledge cannot resolve the client's question, the conversation is handed over to human support. Your team remains part of the service experience.

Knowledge defines the reply. Your team provides the way forward when a query needs more.

When the query needs more, your team continues.

When AI cannot resolve a query from the supplied knowledge, the conversation moves to human support. A waiting status makes that handover visible until an agent is available.



A clear waiting state

The client can see that human support is needed. The conversation is held for an available agent to pick up, keeping the next stage of support clear.

Continue with the context

The agent takes up the existing conversation and the information already shared. They can address the question that required human attention without starting a disconnected exchange.

Human control.
AI continuity.

Your team does not have to wait for an automatic handover. In the AI plan, an agent can step into a conversation when they believe a personal response will help.



Take over when it matters

An agent can take control while AI is handling the conversation, respond directly and work through the part that needs their attention.

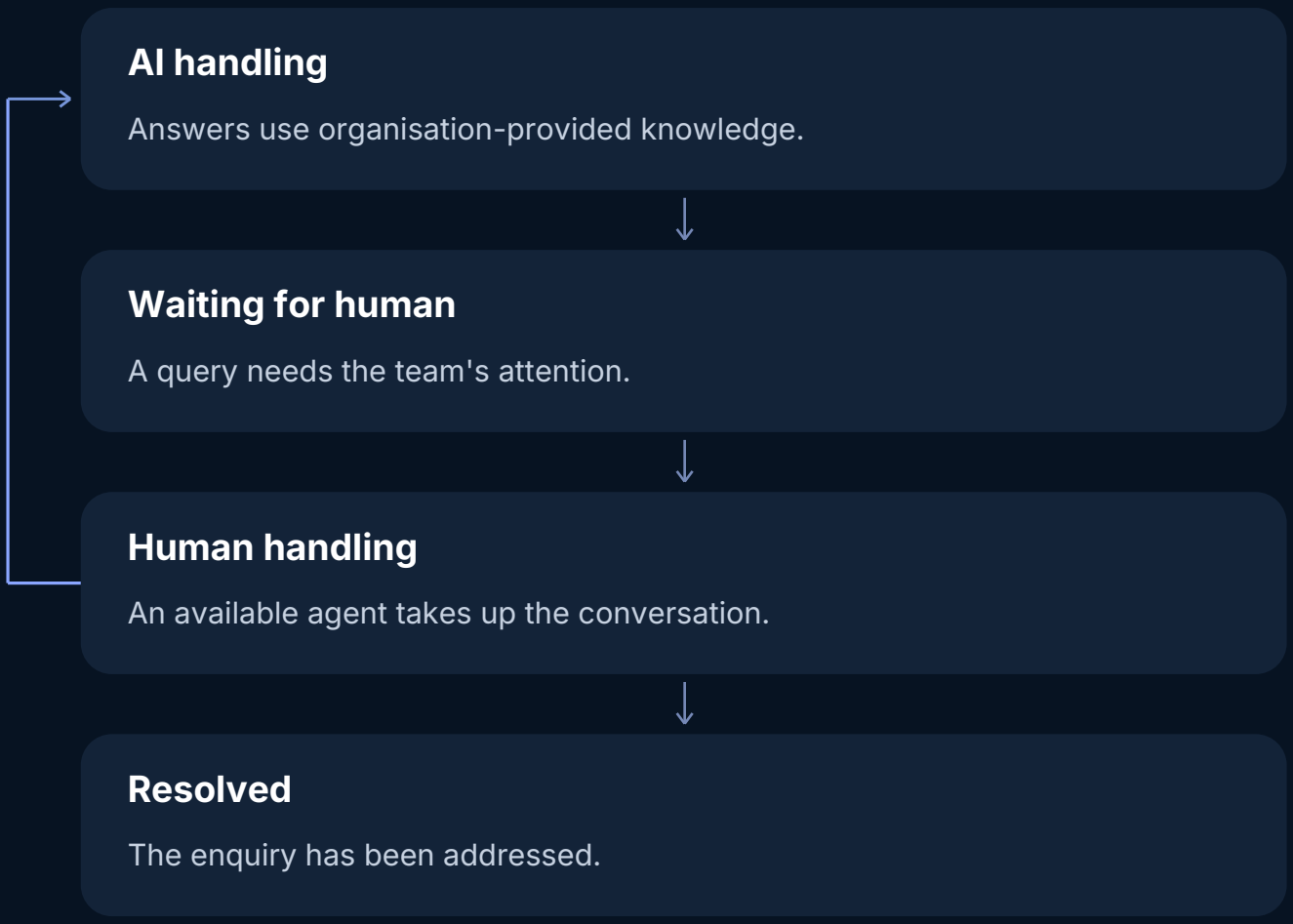
Return to AI when appropriate

Once that question is addressed, the agent can hand the conversation back to AI for further questions within the knowledge scope. Mark the conversation resolved when the enquiry is complete.

Know who is handling the conversation.

Conversation markers distinguish AI handling, a wait for human support, active agent support and resolution. Takeover and hand-back make changes in responsibility clear.

A conversation in the AI plan



Agents can take over during AI handling and return the conversation to AI when appropriate.

Live chat.
Where your business works.

Live Chat Inbox is a plugin that can be integrated into a website, CRM, ERP or other business software. The implementation is configured around the platform where your clients need support.



Websites | **CRM** | **ERP** | **Business software**

Fit the existing environment

Bring live chat into a Paperbot platform or an existing platform supplied by another provider. The connection requirements are reviewed for your chosen environment.

Shape the support experience

Agree the chat entry point, the selected plan, client-detail intake and agent workflow. For the AI plan, your organisation supplies the knowledge used to answer questions.

Choose the way you want to support.

Start with the level of automation that fits your service approach. Both plans give clients a clear route into a conversation with your business.

Agent-Led

A personal response, led by your team.

Welcome

Automated greeting and client-detail intake.

Support

An available agent picks up and handles the query.

Best fit

Teams that want support replies to remain with people.

Knowledge-Based AI

Company knowledge, with human control.

Welcome

AI continues with answers from the supplied knowledge.

Support

Automatic handover, agent takeover and return to AI.

Best fit

Teams that want AI handling within a defined knowledge scope.

Paperbot defines the integration and support workflow with you. Your chosen platform, service plan and company knowledge guide the setup.

Make every conversation count.

A welcoming first message. A clear route to support. Human care and optional knowledge-based AI, connected to the way your business works.

Let's shape your live chat experience

Tell us where you want live chat to appear and how your team wants to handle enquiries. We will define the right Live Chat Inbox plan and integration for your organisation.

Connect with Paperbot

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Handcrafted for your business.