

AI Chatbot + Live Human Handoff

RAG • Real-Time Dashboard • Support Operations

When the AI is unsure, the human team takes over instantly — in the same conversation.

Embeddable Chat Widget

Auto Escalation

Live Agent Dashboard

Ticket Operations

Showing 61 of 61 tickets with URL-backed search and operational filters.

Search ticket, message, ... All statuses All assignments All plans Latest activity

TICKET	STATUS	ASSIGNED	LAST MESSAGE	UPDATED	CREATED	UNREAD
0bf6dd6f-ec17-4317-a436-909403fb8461	HUMAN HANDLING	Alice	what issue you are facing!	yesterday	Apr 16, 9:11 PM	0
b9859bce-6886-46cb-bea8-d870f19ca967	HUMAN HANDLING	Alice	what issue you are facing	yesterday	May 1, 7:53 AM	0
c052d298-e3cc-446c-9f61-8aaf72922ae	CLOSED	Unassigned	"Ticket Closed" This support ticket has been successfully resolved...	2 days ago	Apr 30, 3:45 PM	0
99902ab3-d592-40e7-bf7b-3d4435a5e731	CLOSED	Unassigned	"Ticket Closed" This support ticket has been successfully resolved...	2 days ago	Apr 30, 12:16 PM	0
f6ee28fa-516e-445f-8431-6ed070852bbe	CLOSED	Unassigned	"Ticket Closed" This support ticket has been successfully resolved...	2 days ago	Apr 22, 10:11 PM	0
26cf0b07-681b-4c77-a5be-f8fbc306982d	CLOSED	Unassigned	"Ticket Closed" This support ticket has been successfully resolved...	2 days ago	Apr 30, 3:26 AM	0

Unanswered AI Questions

Questions where the bot could not answer confidently and offered a human handoff.

TOTAL
2

USERS
2

Apr 17, 2026, 8:15 PM

User a97XKIAF...TuQCmeG2

Session d86b5665...05904a61

Needs human handoff

Open Ticket

Apr 16, 2026, 3:04 PM

User TwA3VNYI...mgWjBSh2

Session e4f6d0d2...3299c1a8

Needs human handoff

Open Ticket

TwA3VNYIywhXZben8dGXmgWjBSh2

Back to tickets

Ticket Summary

00617d66-28c9-419d-8267-95305042877c

CLOSED

Opened Apr 29, 11:53 AM

Last activity 3 days ago

Unread 0

Last message

"Ticket Closed" This support ticket has been successfully resolved. Thank you for contacting Ampere...

AI BOT Apr 29, 11:53 AM
Hey there! What can I help you with on Ampere.sh today?

A CUSTOMER Apr 29, 11:53 AM
I am disturbed by the ampere features.

AI BOT Apr 29, 11:53 AM
I'm sorry you're feeling that way. Could you let me know which feature or aspect is giving you trouble? That'll help me give you the right info or walk you through a fix.

AI BOT Apr 29, 11:53 AM
I've connected you to our support team. A human agent will join this chat shortly.

ALICE Apr 29, 11:54 AM
shu che bhai

AI BOT Apr 29, 12:15 PM
Ticket Closed
This support ticket has been successfully resolved. Thank you for contacting Ampere Support!

This ticket is resolved.

Enter sends. Shift+Enter inserts a new line.

Send

Customer Context

Pulled from the secure backend
Firebase lookup.

A NAME

Dhruvit Navadiya

A EMAIL

dhruvit@infinitycorp.tech

A PLAN

hobby

A USER UID

TwA3VNYIywhXZben8dGXmgWjBSh2

Seamless handoff

Support

AI-powered help, 24/7

Hi! I'm your AI support assistant. How can I help you today?

i am disturbed by the ampere features

11:53 AM

I'm sorry you're feeling that way. Could you let me know which feature or aspect is giving you trouble? That'll help me give you the right info or walk you through a fix.

11:53 AM

I've connected you to our support team. A human agent will join this chat shortly.

11:53 AM

Alice

shu che bhai

11:54 AM

Type your message...



Support

AI-powered help, 24/7

Hi! I'm your AI support assistant. How can I help you today?

Create Ticket

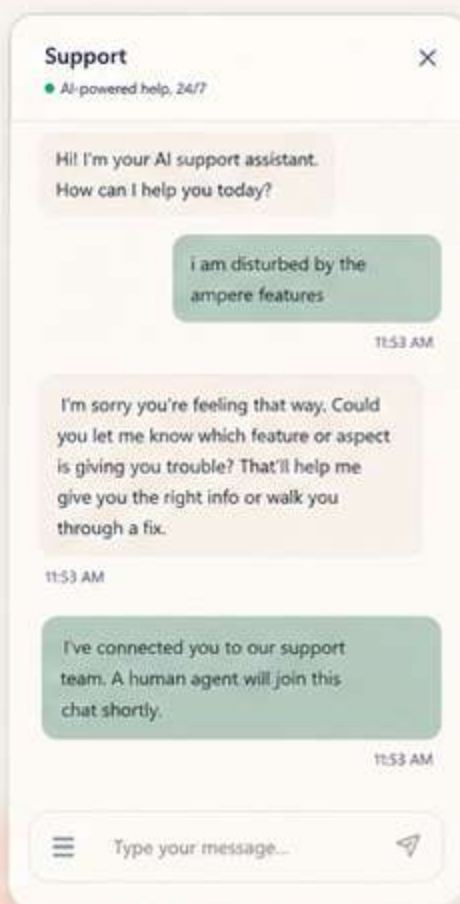
Type your message...



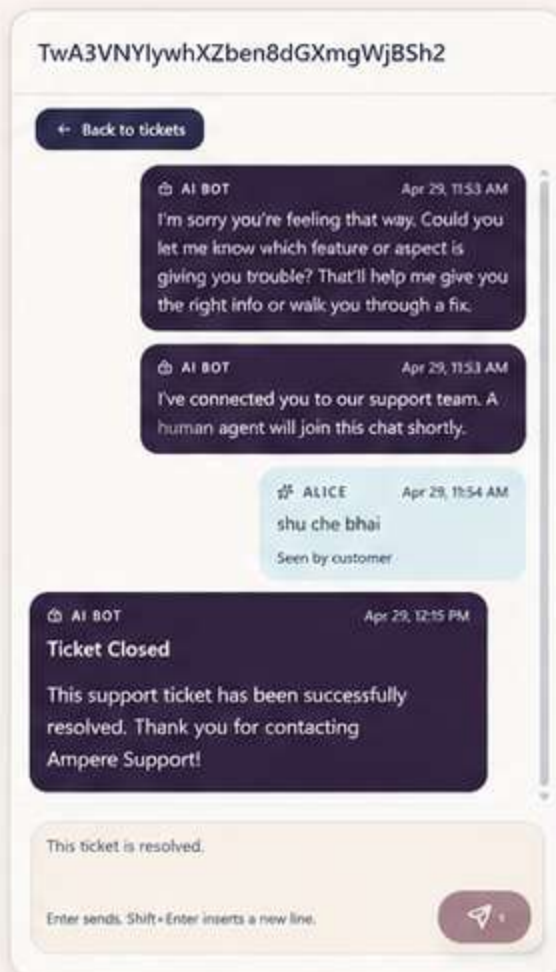
The Problem, Solved

A support experience that starts with AI and seamlessly brings in humans—without the customer needing to start over.

THE SYSTEM IN ACTION



seamless handoff



THE PROBLEMS

1



AI says "I don't know"

Hallucinations and vague responses leave customers frustrated and without real answers.

2



Customers leave before getting help

No clear path to a human means customers abandon conversations mid-issue.

3



Support teams lack live context

Agents don't have the full story, leading to repeat questions and longer resolution times.



THE SOLUTIONS

1



RAG answers only from company docs

Grounded AI pulls from your knowledge base—ensuring accurate, trustworthy responses every time.

2



Auto-escalation invites a human instantly

When needed, the system detects intent and brings a human into the chat immediately.

3



Agents join the same chat with full context

Rich context flows to the agent automatically—no repeat, no reset, just resolution.



This system combines an embeddable chat widget, a grounded AI layer, and a real-time support workspace so nothing falls through the cracks.



Embeddable Widget

Meets customers where they are



Grounded AI

Answers from your trusted docs

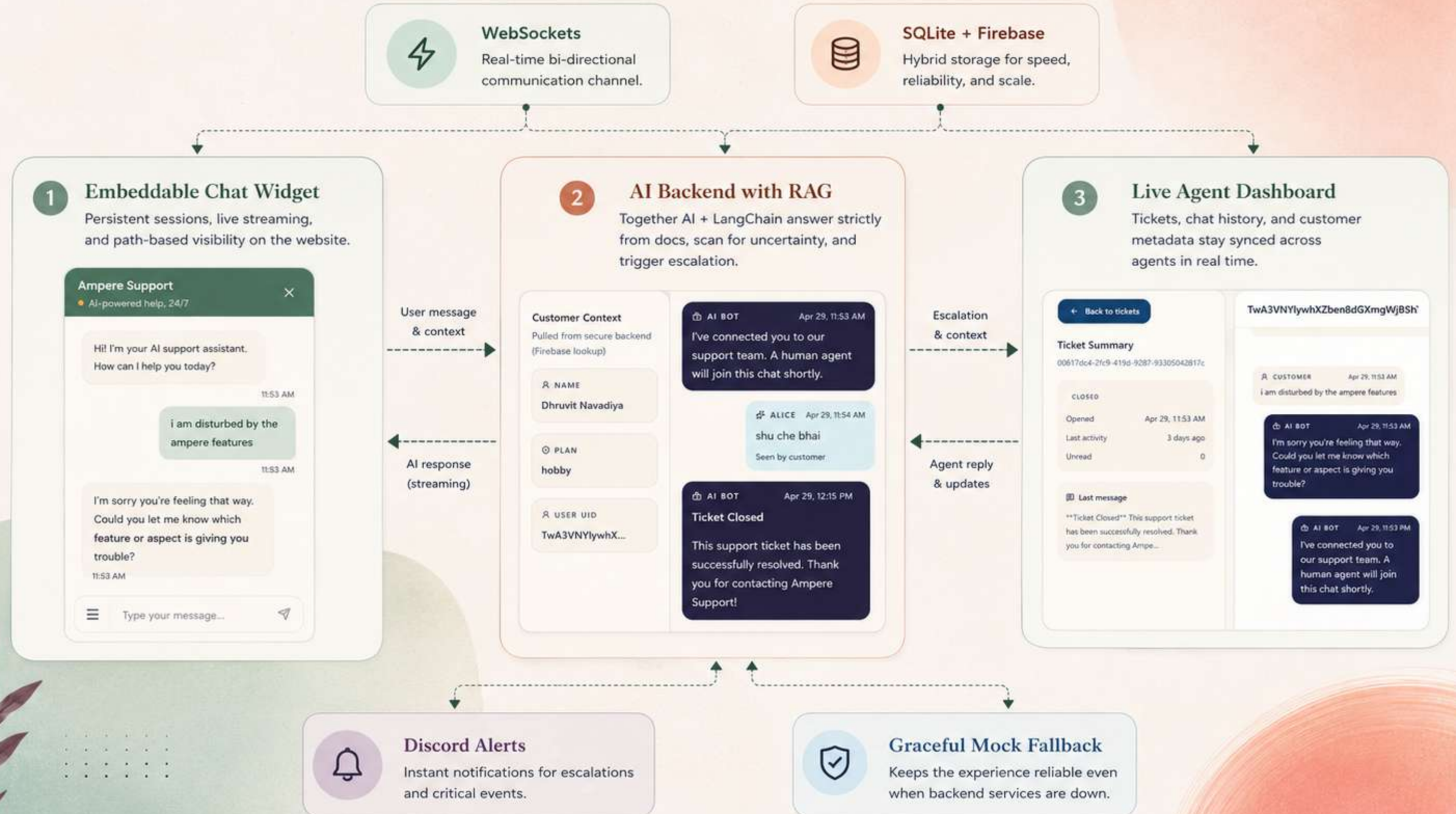


Human Support

Real people, real-time

How the System Works

- Three services. One seamless support experience.



Agent Workspace

The command center for every support conversation.

Everything agents need—context, history, and actions—unified in a single workspace.



Live Status Sync

Open tickets update across active browser sessions instantly.



Full Ticket History

Agents see the complete conversation before responding.

← Back to tickets

Ticket Summary

00617dc4-2fc9-419d-9287-93305042817c

CLOSED

Opened Apr 29, 11:53 AM

Last activity 3 days ago

Unread 0

Last message

Ticket Closed This support ticket has been successfully resolved. Thank you for contacting Ampe...

TwA3VNYlywhXZben8dGXmgWjBSH2

AI BOT

Apr 29, 11:53 AM

Hey there! 🌟 What can I help you with on Ampere.sh today?

CUSTOMER

Apr 29, 11:53 AM

i am disturbed by the ampere features

AI BOT

I'm sorry you're feeling that way. Could you let me know which feature or aspect is giving you trouble? That'll help me give you the right info or walk you through a fix.

AI BOT

Apr 29, 11:53 AM

I've connected you to our support team. A human agent will join this chat shortly.

ALICE

Apr 29, 11:54 AM

shu che bhai

Seen by customer

AI BOT

Apr 29, 12:15 PM

Ticket Closed

This support ticket has been successfully resolved. Thank you for contacting Ampere Support!

This ticket is resolved.

Enter sends. Shift+Enter inserts a new line.

Send

Customer Context

Pulled from the secure backend Firebase lookup.

NAME

Dhruvit Navadiya

EMAIL

dhruvit@infinitycorp.tech

PLAN

hobby

USER UID

TwA3VNYlywhXZben8dGXmgWjBSH2



Customer Context

Name, email, plan, and user ID are pulled from Firebase.



Same-Window Handoff

Humans continue the exact conversation the AI started.



Operational Search

Filter by status, assignment, plan, and latest activity.

Ticket Operations

Showing 61 of 61 tickets with URL-backed search and operational filters.

Search ticket, message, i

All statuses

All assignments

All plans

Latest activity

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Auto-Escalation & Knowledge Gaps

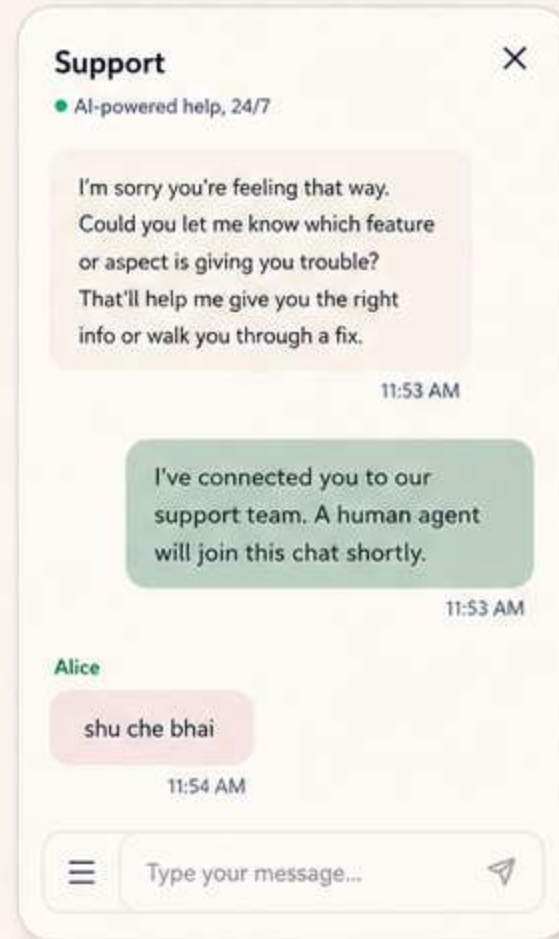
What Makes It Different

1 Human Handoff

If the AI is not confident, the system offers a human handoff automatically. The agent joins in the same chat, so the customer never repeats themselves.

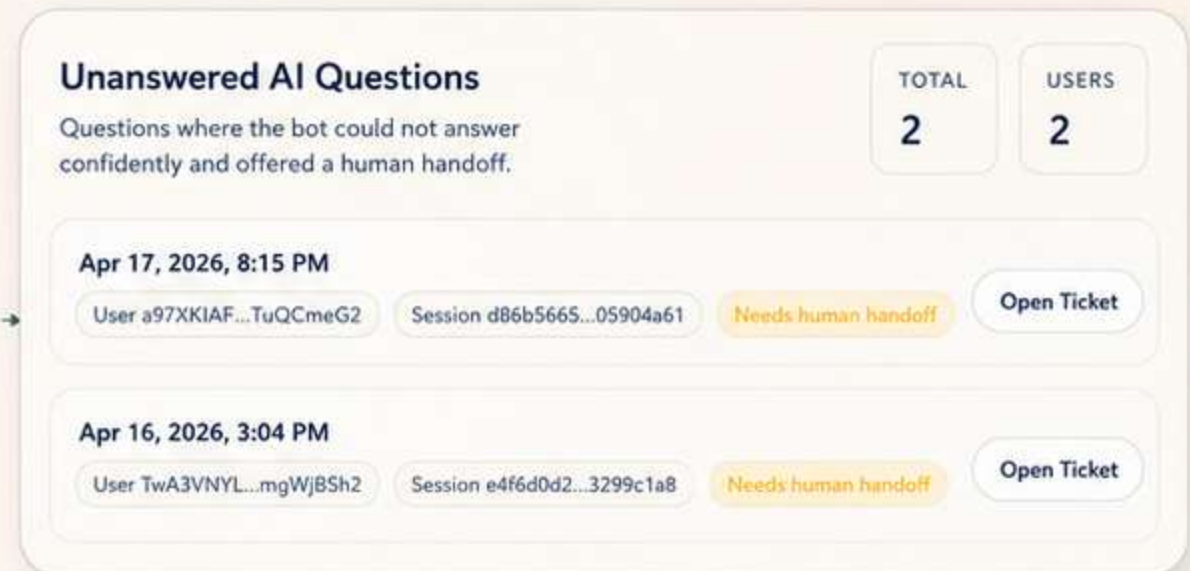


Seamless handoff



2 Unanswered Questions View

Every failed AI answer is captured in a dedicated queue, revealing exactly where the knowledge base needs improvement.



“The AI handles what it knows. Humans handle what it doesn’t.”

Features, Stack & Outcome

What we built, how it works, and the impact it delivers.

AI BOT • 11:53 AM

I'll connect you to our support team. A human agent will join this chat shortly.



1. Core Features

Purpose-built for seamless AI + human handoff



Embeddable Widget

Drop-in chat widget for any website in minutes.



RAG AI Engine

Answers from your docs. Citations included.



Auto-Escalation

AI knows its limits and routes to the right agent.



Live Agent Dashboard

See conversations, context, and resolution in real time.



Discord Alerts

Instant notifications for new escalations.



Knowledge Gap View

See what the AI didn't know to improve your docs.



AI confidence: Low
Escalating to human...



Agent Alice
joined the conversation



2. Tech Stack

Modern, real-time, and built for scale



Chat Widget

Next.js

React

Socket.IO Client



Backend & AI

Node.js

Express

Socket.IO

Together AI

LangChain

Vercel AI SDK



Data

SQLite (WAL)

Firebase Firestore

Firebase Admin SDK

Knowledge Base

help-center.md
billing-faq.md
refunds.md
shipping.md



Top Sources

help-center.md	92%
billing-faq.md	76%
refunds.md	61%



3. Outcome

Built for impact. Backed by real results.

We turned uncertain AI answers into confident human conversations.



Reduced support drop-off when AI is unsure



Enabled real-time multi-agent coordination



Created a reliable support workflow for real customers

A support system built for production — not a chatbot demo that breaks under real questions.