Pilot by Air4 Media AirChat — AI Chatbot

Dashboard
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🚀 Access Cockpit

Good morning, Laurent ☀️
Managing 21 sites across the platform

Wednesday, March 18

- ⦿ 83 overdue invoices ($2,240,589)
- ⦿ 194 pending invoices
- 📈 $3,275,200 revenue (30d)
- 👤 23 new contacts this week

21 Sites · 21 active	**6.07 KB** Storage	**0** Active Chats	**0** Emails Today	**1.0K** Contacts · +23 this week

QUICK ACTIONS

🚀 **Onboarding** Preview client wizard	🌐 **Domains** Manage DNS & domains	⚙ **Services** System services	✉ **Email** Templates & queue
💳 **Billing** Plans & credits	👥 **Users** System users	📖 **Knowledge Base** Auto-gen docs	💬 **AirChat** AI conversations

💬 AirChat

Accepting Chats ⬤   [View All]

0 Active	**0** Escalated	**0** Awaiting	**0** Today

No conversations yet

🏆 Top Reporters

#	Reporter	Total	🔴	💡	Last Report
1	**John Miller** ℗ john@milbird.com	**43**	41	2	2d ago
2	**Laurent Groult** ℹ laurent@air4.media	**11**	8	3	Mar 4

Recent Login Activity
[View All]

22 Total Attempts	**7** Successful	**9** Failed

Time	Email	Status
05:52	liannahamon@gmail.com	Mfa_pending
04:37	ux.o.tit.ejoma.4.9@gmail.com	Failed
03:15	ihamo.de.j.840@gmail.com	Failed
03:15	ihamo.de.j.840@gmail.com	Failed
03:15	ihamo.de.j.840@gmail.com	Failed

🔍 Search...

	Site Name	URL	Type	Status	Owner	Storage	Created ▾	Actions
☐	X17 Agency	https://x17.air4.media	DAM_V7_EXTERNAL	active	Laurent P Groult	0 B	3/17/2026	✏ ⚙ ℹ 🗑
☐	Lianna Hamon	lianna-hamon.air4.media	PAGE	active	Lianna Hamon	0 B	3/16/2026	✏ ⚙ ℹ 🗑
☐	ACME Creative Agency	acme-creative.air4.media	PAGE	active	Laurent P Groult	0 B	3/15/2026	✏ ⚙ ℹ 🗑
☐	FotoTrafiX	fototrafix.air4.media	PILOT	active	Laurent P Groult	0 B	3/15/2026	✏ ⚙ ℹ 🗑
☐	coachellaparty.com	copa.air4.media	PAGE	active	Laurent P Groult	0 B	3/12/2026	✏ ⚙ ℹ 🗑
☐	tititwitpics Website	tititwitpics.air4.media	PAGE	active	titi twitpics	0 B	3/11/2026	✏ ⚙ ℹ 🗑
☐	laurent Website	laurent.air4.media	PAGE	active	Laurent Groult	0 B	3/11/2026	✏ ⚙ ℹ 🗑
☐	billing Website	billing.air4.media	PAGE	active	JPI Billing	0 B	3/11/2026	✏ ⚙ ℹ 🗑
☐	franck Website	franck.air4.media	PAGE	active	Franck Fargeon	0 B	3/11/2026	✏ ⚙ ℹ 🗑
☐	DAMA LA	damala.org	PAGE	active	Laurent P Groult	0 B	3/5/2026	✏ ⚙ ℹ 🗑

Showing 1 to 10 of 21 entries

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AirChat is Pilot's AI-powered chatbot for automated customer support, grounded in your knowledge base.

Key Features

- **Multi-Provider AI**: Claude (Anthropic) as primary, with fallback to OpenAI and DeepSeek for reliability
- **Knowledge Base**: Add docs the AI uses to answer questions accurately about your business
- **Embeddable Widget**: Single script tag — no dependencies required
- **Conversation Persistence**: Sessions resume on reload; visitors browse past chats from the widget header
- **Human Escalation**: Visitors request human support; you get an email, desktop notification, and audio alert. Reply from Pilot and the visitor sees it within 10 seconds
- **SMS Support**: Purchase a dedicated phone number from Settings to receive and reply to escalated chats via text message
- **Availability Toggle**: "Accepting Chats" toggle in Settings — when off, escalated visitors see a team-away message
- **Typing Indicators**: Real-time indicators so both sides know when the other is composing
- **Image Sharing**: Visitors can send images (PNG, JPG, WebP, GIF — up to 5MB)
- **Satisfaction Ratings**: Thumbs up/down on AI responses; overall stats shown in Conversations
- **Bug Tracker**: Visitors report bugs from the widget — track open/fixed counts and vote on priorities
- **Feature Requests**: Visitors submit ideas from the widget — vote to prioritize your roadmap
- **News Publishing**: Publish announcements visible in the widget's News tab
- **Email Capture**: Collect visitor emails automatically added to your CRM contacts and sales pipeline
- **Customization**: Bot name, persona, color, branding, team avatars, and domain restrictions

How to Use

Conversations

1. Open the **Conversations** tab to see all sessions
2. Filter by status (Active, Escalated, Awaiting Reply, Resolved, Closed) or by AI provider (Claude, OpenAI, DeepSeek)
3. Search by visitor name or email; click a conversation to view the thread and reply

Escalation Workflow

1. Visitor clicks "Human" or the AI detects low confidence → status becomes "Escalated"
2. You receive an email, desktop notification, and audio alert
3. Open the conversation in Pilot and type a reply — the visitor sees it within 10 seconds
4. Mark the conversation Resolved when done

Bugs & Feature Requests

1. Go to the **Bugs** or **Features** tab — view open/fixed stats at a glance
2. Filter by status (New, Reviewed, Planned, Fixed, Declined) or sort by votes
3. Click any item to update its status, add internal notes, and vote

Publishing News

1. **News** tab → **New News**
2. Add a title, summary, full content (markdown supported), an optional image URL, and an optional related page
3. Set category (New Feature, Update, Improvement, Fix) and visibility (Public or Beta Only)
4. Click **Save & Publish** or **Save as Draft**

Knowledge Base

1. **Knowledge Base** tab → **Add Entry**
2. Choose a category (General, Product, Support, Pricing, Technical, FAQ), add content, and optionally attach a screenshot (max 2MB)
3. Click **Sync KB** to rebuild the AI's knowledge index

Settings

- **Bot**: Name, AI provider, persona/system prompt, fallback toggle, Chat Active on/off
- **Widget**: Color, position, email capture mode and message, allowed domains
- **Branding**: Greeting, bot avatar, header logo, gradient color, team avatars (up to 4), help articles and news tab toggles
- **Phone**: Purchase a dedicated number to receive and reply to escalated conversations via SMS
- **Usage**: Monthly message count vs. your plan limit

Copy the embed snippet from the **Embed Code** tab and paste it before `</body>` on your site.

Tips

- A detailed bot persona improves response quality and tone
- Enable provider fallback so the widget stays up if one AI provider goes down
- Use "Required" email capture so every visitor is added to your CRM and pipeline automatically
- Turn off "Accepting Chats" when your team is away — visitors get an honest message
- Use the "Chat Active" toggle to disable the widget temporarily without touching your embed code
- Publish news items regularly to keep visitors informed directly in the widget