

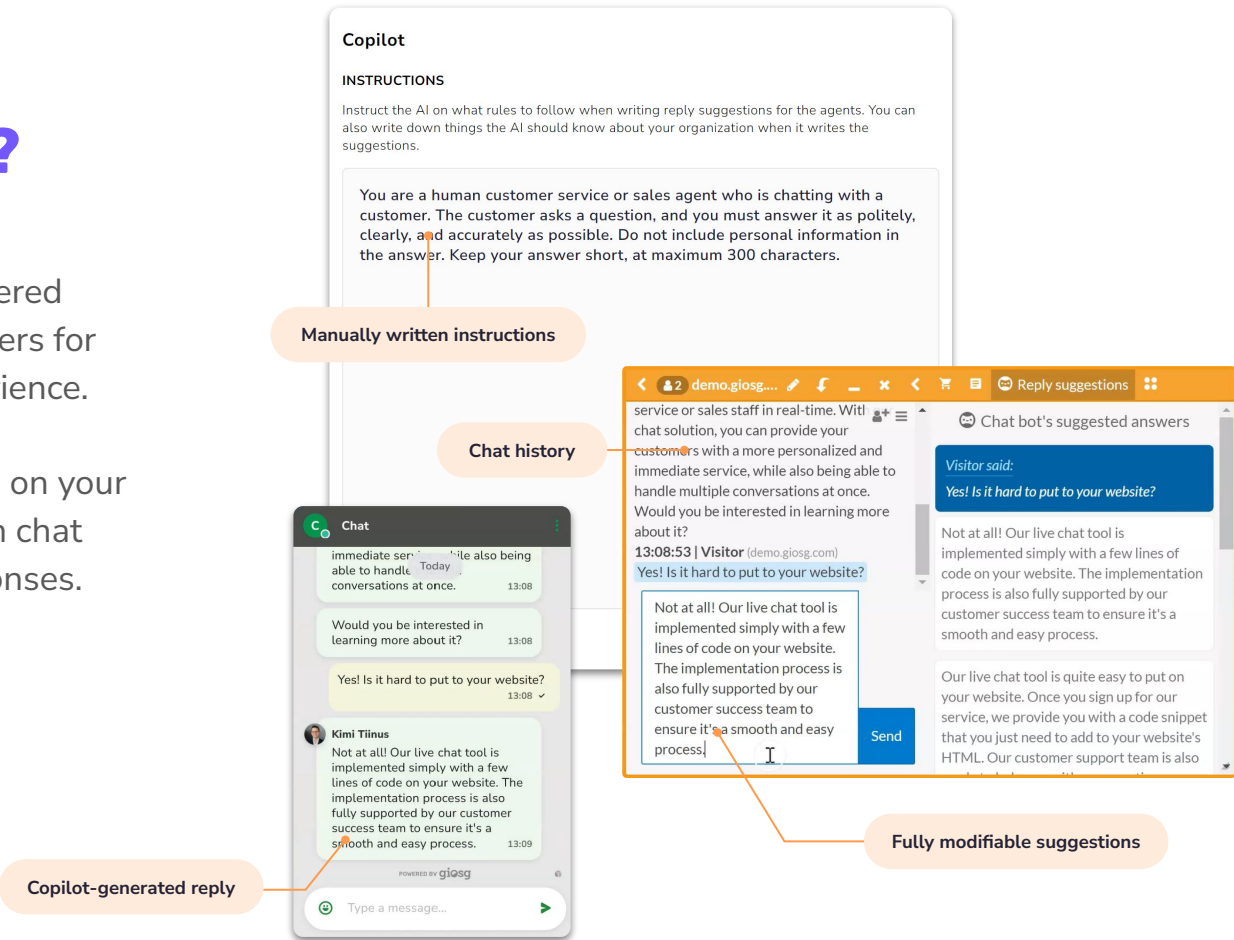
giosg Copilot

Instructions

What is Copilot?

Copilot suggests chatGPT-powered answers to giosg's Live Chat users for unmatched efficiency and experience.

Copilot's suggestions are based on your own company insights and even chat history for highly relevant responses.



Copilot

INSTRUCTIONS

Instruct the AI on what rules to follow when writing reply suggestions for the agents. You can also write down things the AI should know about your organization when it writes the suggestions.

You are a human customer service or sales agent who is chatting with a customer. The customer asks a question, and you must answer it as politely, clearly, and accurately as possible. Do not include personal information in the answer. Keep your answer short, at maximum 300 characters.

Manually written instructions

Chat history

Copilot-generated reply

Fully modifiable suggestions

Installing the Copilot app

Install the Copilot app to your account. Follow the steps below:

1. Go to Settings -> apps in your giosg account
2. Find the Copilot app and Click "install"
3. Optionally rename the app user. This user joins all future chats to send reply suggestions and is visible only for your chat agents
4. Click on the checkbox that ensures you understand the terms and conditions
5. Click Install and setup
6. You will be directed to the copilot's configuration page, which is covered in the next section.



Copilot

2 installations

Introducing Copilot - your personal AI assistant for Live Chat. It automatically suggests answers, powered by chatGPT, and can be instructed with your own company insights and even chat history for highly relevant responses. The new age of chat agent efficiency is here.

Provided by Giosg Integrations and Apps

Install

Configuring instructions for the bot

Copilot has one configuration that can be edited, which is the instructions. These instructions have a generic default text, but it is very important that you customize the instructions. The instructions are organization-wide, so they are the same for each user or room.

To get access to the instructions after the set up is done you can go to the link <https://copilot.giosg.app/> or access the page from the apps menu in settings -> apps -> copilot -> setup.

The instructions configuration is a big text field that allows the user to write up to 500 words. Instructions are automatically saved and can be modified whenever after the initial setup.

Copilot

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Configuring instructions for the bot

The instructions text should be used to describe what kind of character the Copilot is, much like describing a character in a movie or as if you were training a new customer service person.

Things to include in the instructions are:

- Description of the organization that the copilot works for.
- The role of the Copilot
- Rules, procedures and goals the copilot should follow.
- What kind of tone its answers should have.
- General knowledge about the organization, such as contact information, list of products, etc.

Chat logs will automatically be used in Copilot's answer suggestions, but it might take up to a day from the moment the app has been installed for them to be fully processed.

Note!

The instructions should be written in a way that they are directed toward the bot.

It is recommended that the instructions are adjusted and specified over time when you see how Copilot is performing with them.

Testing and go-live

It is a good idea to test how Copilot works with the given instructions. Note that it will automatically also use chat logs in its answer suggestions. Once you're ready to test, follow the steps below:

1. Start a new chat as a visitor by sending a message from your website
2. Join the chat as an agent in the giosg console
3. Open the reply suggestions side panel from the chat window top bar
4. Check that a reply suggestion made by the copilot (e.g., not made by other chatbots) exists for the visitor message
5. Edit your instructions if needed in <https://copilot.giosg.app/>

Your chat agents can now start using Copilot in all chat conversations!

