



DATASHEET · SUPPORT · CONVERSATION AGENT · WEB CHAT

Website questions wait until tomorrow? Your agent answers while the visitor is still there.

The Conversation Agent answers questions in the chat on your website from your knowledge base, in the language of your page. If a visitor needs your team, they send a request with their email address, and it becomes a ticket. For shops, software vendors and service firms.

AT A GLANCE

One embed snippet for your domains, answers from your knowledge base, order status after verification and open questions as tickets with an email address. Every chat appears in the chat log.

01 · WHAT IT IS ABOUT

People ask late at night, too. The agent answers right away.

How long does shipping take? Does the spare part fit? Questions like these come in the evening, when nobody at the shop replies, and the visitor leaves. The Conversation Agent answers in the chat from your knowledge base. If the visitor needs your team, the request becomes a ticket.

SETUP

Embed snippet on your website, active on the domains you allow

KNOWLEDGE

Knowledge bases from Knowledge Base AI, plus business data after verification

HANDOVER

"Send a request" with an email address, ticket with chat history, confirmation by email

RECORD

Every chat in the chat log with page, location, history and ticket



Setup with an embed snippet

In the **Website chat** tab, you enter your domains under **Allowed domains** and copy the **Embed snippet** into your website. The widget appears on exactly these domains.

Answers from your knowledge

With the **Public agent** role, the agent answers from the knowledge bases in the **Knowledge** tab and links articles that have a web address. Workspace documents stay locked.

The language of your page

The chat replies in the language of your page if it is an allowed language, otherwise in the agent's language. There is a greeting for each language.

Request with an email address

With "Send a request", the visitor leaves an email address. The ticket includes the chat history, and the confirmation arrives by email with a link.

Order status after verification

With an order or invoice number and postal code, the agent gives the status from your connected business data.

Protection against misuse

Maximum new conversations per hour, allowed countries and blocks for VPN, proxy, data centers and Tor. Blocked visitors leave their email address.

02 · HOW IT WORKS

Create the agent, add the code, answer questions.

You set up the agent once under **Conversation AI › Conversation Agents** and add the **Embed snippet** to your website. From then on, it answers in the chat whenever someone asks, in the evening and at weekends too.

1

Create the agent

Under **Conversation AI › Conversation Agents**, create an agent, choose the **Public agent** role and write instructions. In the **Knowledge** tab, choose the knowledge bases.

2

Enter your domains

In the **Website chat** tab, enter your domains under **Allowed domains** with HTTPS, wildcards such as `https://*.example.com` included, and save.

3

Test and embed

Under **Conversation AI › Test agent**, you try out the agent. Then copy the **Embed snippet** and paste it into your website.

4

Read the chats

Under **Conversation AI › Chat Log**, every chat appears with page, location and history. If it led to a ticket, the number is shown.

TECHNICAL DATA

FEATURE	DETAILS
Setup	Embed snippet with site key, available after saving; site key can be rotated
Domains	HTTPS origins, one per line, wildcards such as <code>https://*.example.com</code> included
Knowledge sources	Knowledge bases with articles, FAQs and website sources; workspace documents stay locked
Language	Language of the page within the allowed languages; greeting per language
Protection	New conversations per hour, allowed countries (EU, EEA, ISO codes), blocks for VPN, proxy, data centers, Tor
Handover	Ticket with email address and chat history, confirmation with link; disposable addresses are rejected
Log, plan, billing	Chat log kept 30, 90 or 180 days; Conversation AI from the Professional plan; usage-based

03 · IN PRACTICE

Store, shop, software. Answers while people ask.

Bike shop in the evening

A visitor asks whether a wheel fits their bike and how long shipping takes. The agent answers from the articles. For a repair, the visitor sends a ticket with "Send a request".

Online shop with order questions

"Where is my order?" After the order number and postal code, the agent gives the status from the connected shop data. Anyone who needs more leaves an email address.

Help pages of a software vendor

On the help pages, the agent answers questions about sign-in and settings and links the matching article. In the morning, the team sees in the chat log what people asked.

FREQUENTLY ASKED QUESTIONS

How does the chat get onto my website?

With the **Embed snippet** from the **Website chat** tab. It appears after saving and runs on the domains you allow. If you rotate the site key, replace the code on your website.

Do visitors know they are chatting with an AI?

Yes. Below the name in the chat window, it says "AI assistant", and a note below the input field suggests sending a request when in doubt.

What does the agent access?

The knowledge bases you assign to it and, for order status after verification, your connected business data. Workspace documents stay locked for website visitors.

What happens when it is busy?

Once the maximum number of new conversations per hour is reached, the widget shows "It is quite busy at the moment." and asks for an email address. Ongoing conversations continue.

GET STARTED

Let your agent answer its first chat question.

Sign in to your PaperOffice account, create an agent under **Conversation AI > Conversation Agents** and copy the **Embed snippet** from the **Website chat** tab into your website.

paperoffice.ai/en/ai-conversation-agent-web-chat-website-widget



MORE ABOUT THE MODULE

paperoffice.ai/en/ai-conversation-agent-web-chat-website-widget

PRICING

paperoffice.ai/en/pricing

CONTACT

paperoffice.ai/en/contact