



FLOWMATRIX.DEV

Premium Workflow

A practical guide – step by step

Customer Support Chatbot

An AI support chatbot: understand requests, answer from a knowledge base and hand off to humans when needed.

SUPPORT & AI

ADVANCED

ABOUT 3 HOURS SETUP

OVERVIEW

Customer Support Chatbot

An AI support chatbot: understand requests, answer from a knowledge base and hand off to humans when needed.

CATEGORY	DIFFICULTY	DURATION
Support & AI	Advanced	About 3 hours setup

What you use it for

Support teams that want to automate common questions.

Tools in this workflow

OpenAI API · Supabase · Astro · Resend API

How to implement it

1

Build a knowledge base from FAQs and docs

Create a centralized knowledge database by collecting frequently asked questions and documentation to provide reliable answers for the chatbot.

WHAT YOU NEED TO DO

1. Scoop up all relevant FAQs and documents into one folder.
2. Create a table in Supabase with columns 'Question', 'Answer', and 'Category'.
3. Import the collected FAQs and documents into the Supabase table.
4. Verify the completeness and accuracy of the data in the table.

CHECK AT THE END

- ☐ All relevant FAQs and documents are collected.
- ☐ The Supabase table contains all imported data.

RESULT

A complete knowledge database is created in Supabase.

LINKS

OpenAI Retrieval Guide: <https://platform.openai.com/docs/guides/retrieval>

2

Generate embeddings for semantic search

Create embeddings for the knowledge database to enable semantic search that recognizes similar queries.

WHAT YOU NEED TO DO

1. Retrieve your OpenAI API key from the OpenAI dashboard.
2. Use the OpenAI API to generate embeddings for each question in the Supabase table.
3. Save the generated vectors in a new column in the Supabase table.
4. Verify the correctness of the stored embeddings.

CHECK AT THE END

- ☐ All questions have corresponding embeddings.
- ☐ Embeddings are correctly stored in the Supabase table.

RESULT

Embeddings for all questions are generated and stored.

LINKS

OpenAI Embeddings: <https://platform.openai.com/docs/guides/embeddings>

3

Implement a chat endpoint with context retrieval

Set up a chat endpoint that retrieves context information and combines it with user requests to deliver precise answers.

WHAT YOU NEED TO DO

1. Create a new Astro project using ``npm create astro@latest``.
2. Implement an API endpoint in Astro that accepts requests.

3. Integrate the Supabase query to retrieve relevant contexts based on embeddings.
4. Combine the retrieved context with the user request and send the request to the OpenAI API.

CHECK AT THE END

- [] Astro project is successfully created.
- [] API endpoint can process requests and retrieve context.

RESULT

A functioning chat endpoint with context retrieval is implemented.

LINKS

OpenAI Chat Completions: <https://platform.openai.com/docs/guides/chat-completions>

4

Set up escalation to humans via email

Configure an escalation function that forwards complex requests via email to human support personnel.

WHAT YOU NEED TO DO

1. Create a Resend account and generate an API key.
2. Implement a function in the Astro project that identifies complex requests.
3. Use the Resend API to send emails with full context to support personnel.
4. Test the email escalation with a sample request.

CHECK AT THE END

- ☐ Email escalation is correctly configured.
- ☐ Test emails are sent successfully.

RESULT

Escalation function for complex requests via email is set up.

5

Continuously evaluate answer quality

Continuously monitor and evaluate the quality of responses to improve the chatbot's performance.

WHAT YOU NEED TO DO

1. Set up a system for recording chat transcripts.
2. Regularly analyze transcripts to identify frequent issues.
3. Update knowledge database and prompts based on analysis results.
4. Conduct regular tests to validate improvements.

CHECK AT THE END

- ☐ Transcript logging system is set up.
- ☐ Regular analyses and adjustments are being performed.

RESULT

Response quality will be continuously monitored and improved.

LINKS

OpenAI Evals: <https://platform.openai.com/docs/guides/evals>

RECOMMENDED TOOLS & RESOURCES

Recommended Tools & Resources

All tools in this workflow with their official website.

OpenAI API

<https://platform.openai.com/?ref=flowmatrix>

Official URL

Supabase

<https://supabase.com/?ref=flowmatrix>

Official URL

Astro

<https://astro.build/>

Resend API

<https://resend.com/?ref=flowmatrix>

Official URL

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