

Air4media Pilot v10 BETA
ACME Creative Agency OWNER
ACME Creative Agency
Laurent P Groult

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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 <small>john@milbird.com</small>	43	41	2	2d ago
2	Laurent Groult <small>laurent@air4.media</small>	11	8	3	Mar 4

Recent Login Activity

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

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

Showing 1 to 10 of 21 entries

[Previous](#)
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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