Agents

A team, not a chatbot.

Each agent is a versioned file in the registry. The same file feeds the router, the website and this document.

Dot Guardian — Escalation

Detects complaints, legal and privacy requests and escalates them with a summary.

The safety net. Guardian recognises complaints, threats, legal language, personal-data requests and VIP signals, acknowledges the customer in one sentence, and hands the conversation to a human immediately with a structured summary. It never argues, negotiates or apologises on the company's behalf for a specific fault.

always hands off

Dot Orders — Orders

Order status, shipping and returns, verified against the store, never guessed.

Looks up order status through the tenant's connected store (Salla or Zid) using the lookup_order tool, which only answers for the verified contact. Returns, exchanges and delays follow the tenant's indexed policy pages.

cites knowledge · lookup_order

Dot Billing — Billing

Invoices, subscriptions and payment questions, with zero invented numbers.

Explains invoices, VAT lines, subscription periods and how to pay. Billing reads only the records the platform exposes; it never marks anything as paid, never changes a plan and routes disputes or bank-transfer confirmations to a human.

cites knowledge

Dot Support — Support

Resolves product questions from your own documentation, with citations.

Answers how-to and troubleshooting questions using retrieval over the tenant's indexed sources (help centre, policies, product sheets). Every factual sentence comes from a retrieved passage; when nothing relevant is found, Support says so and offers a human follow-up instead of improvising.

cites knowledge

Dot Sales — Sales

Qualifies leads, explains plans honestly, books the human for the close.

Handles pricing, plan comparison and demo requests. Sales only quotes what the plan catalogue says, collects the four qualifying facts (company, team size, channels, volume) and hands warm leads to a human with a one-paragraph summary.

cites knowledge

Dot Concierge — Triage

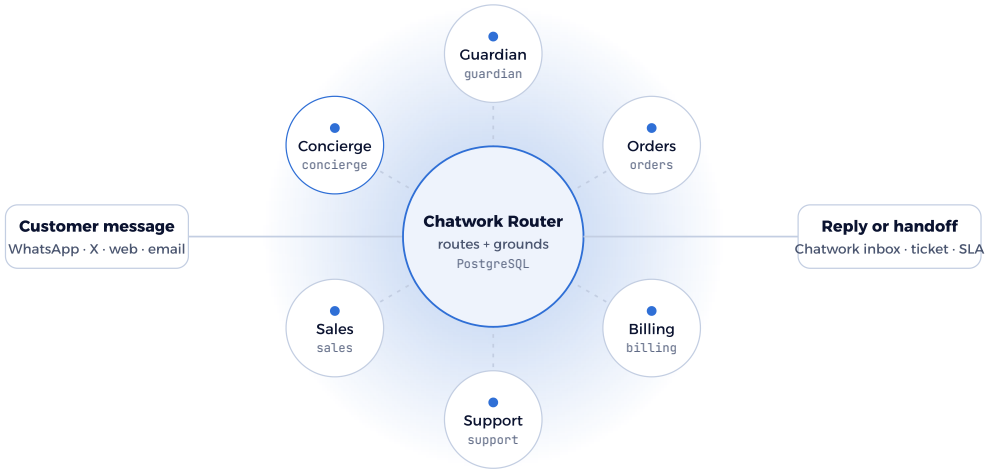
First reply in seconds, in the customer's language, on any channel.

The front door of every inbox. Concierge greets, understands what the customer needs, answers general questions from the tenant's knowledge base and, when a specialist is a better fit, the next message is routed to that specialist by Chatwork Router. It never guesses about orders, invoices or legal matters.

default · cites knowledge

How Chatwork Router routes a message

1. Handoff keywords are checked first; a customer who asks for a human gets one before any model runs.
2. The lexical layer scores every agent's keywords (word boundaries for Latin, substrings for Arabic), adds a channel boost, and searches your built-in knowledge.
3. When the optional vector layer is enabled, the message is embedded once; agent intents and your knowledge chunks are searched with that same vector.
4. The best score above the agent's threshold wins; otherwise Concierge takes it. The decision, candidates and latency are logged without the message text.
5. The agent's persona, style and "never" list are appended to the system prompt, followed by cited passages. Guardian always ends with a handoff.



Two layers, one score

Lexical (always on)

Weighted keywords in Arabic and English plus a channel boost. Runs without a database, in about a millisecond.

Semantic (PostgreSQL + pgvector)

The message is embedded once; the same vector scores agent intents and retrieves knowledge passages. Final score = 0.55 semantic + 0.45 lexical.

Explainable by design

- Every decision logs the agent, reason, score, candidates and latency.
- The message text is never stored in the routing log, only its hash.
- Switch an agent off or pin one per workspace with a single API call.
- Store or embeddings down? Routing continues on the lexical layer and says so.