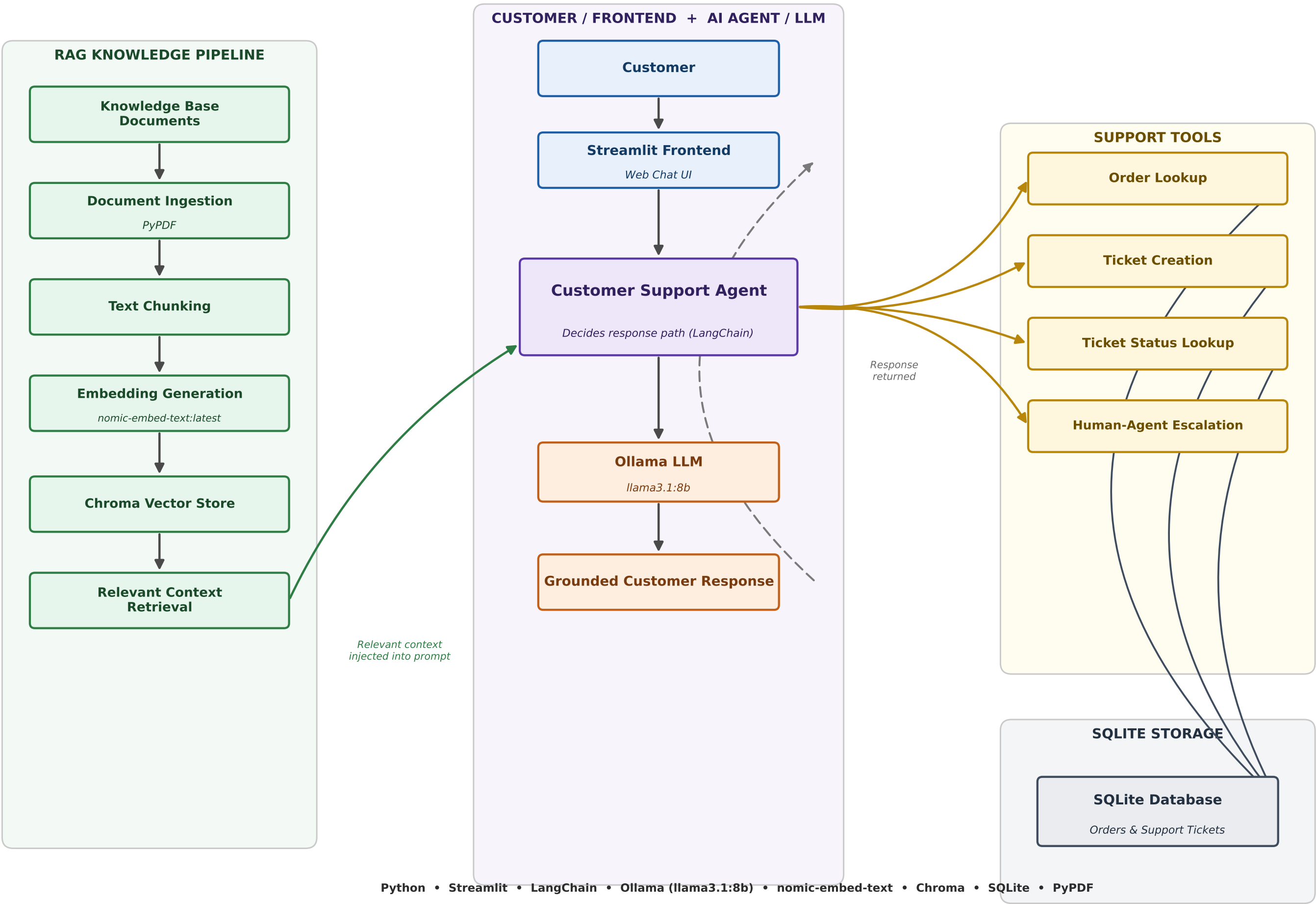


AI Customer Support Agent

System Architecture



Knowledge questions are answered using retrieved context only — unsupported questions are never hallucinated; when knowledge is insufficient the agent communicates uncertainty clearly.
Operational requests (orders, tickets, escalation) are handled through controlled tools backed by SQLite.