



# Text chat and the OMS panel

## Purpose

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Run a live text conversation with your workspace's AI assistant and follow along in the OMS panel. The panel shows the demo orders, subscriptions, and helpdesk tickets the assistant is working against.

## Prerequisites

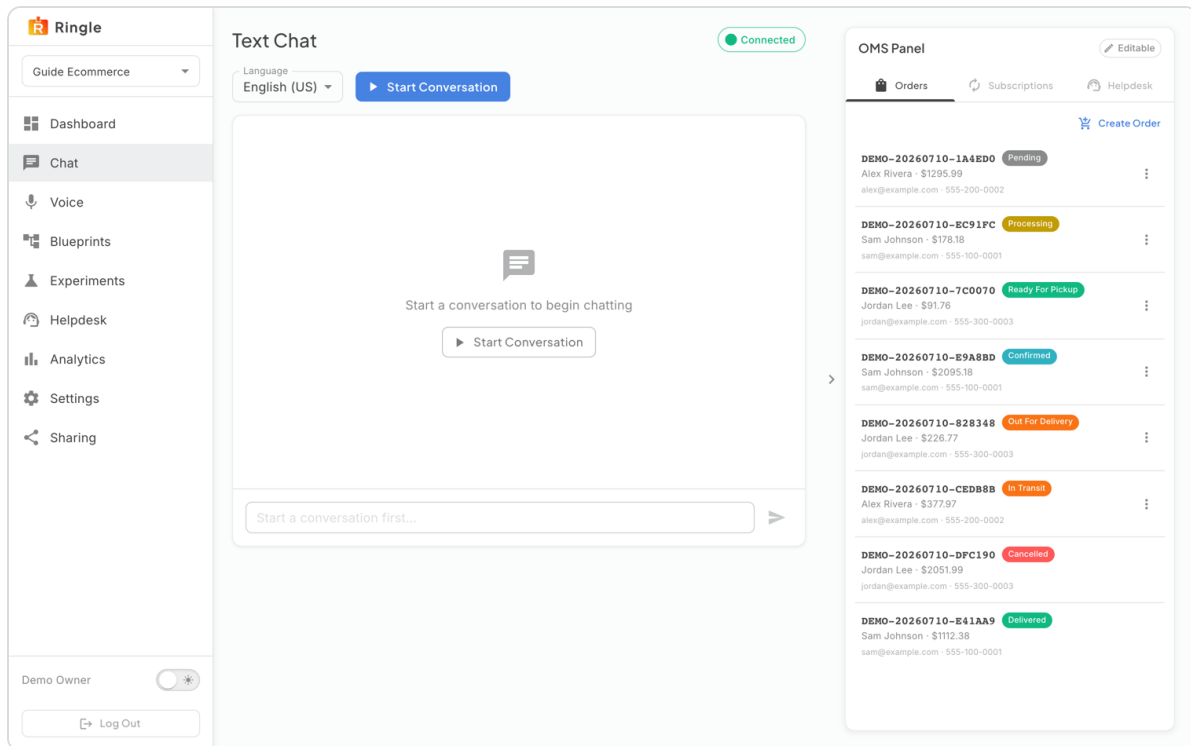
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- A demo workspace with the Ecommerce/Retail sector (this guide's examples). Restaurant workspaces show a reduced panel, and booking workspaces show none. See Notes.
- Demo data seeds automatically. Conversations here never message real customers.

## Steps

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## 1 Step 1



**Action:** Click Chat in the workspace sidebar, or the Start chat button on the dashboard.

**What you should see:** The Text Chat page opens with a Connected status chip, a Language selector, and a Start Conversation button. The message box is disabled until a conversation starts. On the right, the OMS Panel shows an Editable chip and three tabs: Orders, Subscriptions, and Helpdesk. The Orders tab has a Create Order button and the seeded demo orders, each with a status chip like Processing or Delivered. A chevron between the two areas collapses or restores the panel.

## 2 Step 2

The screenshot displays the Ringle chat interface. On the left is a sidebar with navigation options: Dashboard, Chat (selected), Voice, Blueprints, Experiments, Helpdesk, Analytics, Settings, and Sharing. The main area is titled 'Text Chat' and shows a conversation with 'Sam Johnson'. The chat history includes a welcome message, a question about order status, and a response with order details. The OMS Panel on the right lists several orders with their status: Pending, Processing, Ready For Pickup, Confirmed, Out For Delivery, In Transit, Cancelled, and Delivered.

**Ringle**

Guide Ecommerce

Dashboard

Chat

Voice

Blueprints

Experiments

Helpdesk

Analytics

Settings

Sharing

Demo Owner

Log Out

**Text Chat** Connected

Language: English (US) Stop

Welcome! I'm Ringle — I can help with order status, returns, exchanges, subscriptions, and more. Can I get your name? 10:10:35 PM

Sam Johnson 10:10:58 PM

How can I help you today, Sam Johnson? 10:11:00 PM

What's the status of my order DEMO-20260710-EC91FC? 10:11:19 PM

Here are your order details: Status: processing. Items: Screen Protector, Wireless Earbuds. Total: \$178.18. You can cancel this order. What would you like to do? 10:11:20 PM

Type a message...

**OMS Panel** Live

Orders Subscriptions Helpdesk

DEMO-20260710-1A4ED0 Pending  
Alex Rivera - \$1295.99  
alex@example.com - 555-200-0002

DEMO-20260710-EC91FC Processing  
Sam Johnson - \$178.18  
sam@example.com - 555-100-0001

DEMO-20260710-7C0070 Ready For Pickup  
Jordan Lee - \$91.76  
jordan@example.com - 555-300-0003

DEMO-20260710-89A8BD Confirmed  
Sam Johnson - \$2095.18  
sam@example.com - 555-100-0001

DEMO-20260710-828348 Out For Delivery  
Jordan Lee - \$226.77  
jordan@example.com - 555-300-0003

DEMO-20260710-CEDB8B In Transit  
Alex Rivera - \$377.97  
alex@example.com - 555-200-0002

DEMO-20260710-DFC190 Cancelled  
Jordan Lee - \$2051.99  
jordan@example.com - 555-300-0003

DEMO-20260710-E41AA9 Delivered  
Sam Johnson - \$1112.38  
sam@example.com - 555-100-0001

**Action:** Pick a language if you want something other than the default. Click Start Conversation.

**What you should see:** The assistant greets you and asks for your name. The Start button becomes a red Stop button, and the language selector locks for the session. The message box activates, and the OMS Panel chip flips from Editable to Live.

### 3 Step 3

The screenshot displays the Ringle chat interface. On the left is a sidebar with navigation options: Dashboard, Chat (selected), Voice, Blueprints, Experiments, Helpdesk, Analytics, Settings, and Sharing. Below the sidebar is a 'Demo Owner' toggle and a 'Log Out' button. The main area is titled 'Text Chat' and shows a conversation with 'Sam Johnson'. The chat history includes a welcome message, a question about the status of order DEMO-20260710-EC91FC, and a detailed response about the order's processing status and items. On the right is the 'OMS Panel' showing a list of orders with their status, customer name, and total amount.

**Text Chat**

Welcome! I'm Ringle — I can help with order status, returns, exchanges, subscriptions, and more. Can I get your name? 10:10:35 PM

Sam Johnson 10:10:58 PM

How can I help you today, Sam Johnson? 10:11:00 PM

What's the status of my order DEMO-20260710-EC91FC? 10:11:19 PM

Here are your order details: Status: processing. Items: Screen Protector, Wireless Earbuds. Total: \$178.18. You can cancel this order. What would you like to do? 10:11:20 PM

Type a message...

**OMS Panel**

| Order ID             | Status           | Customer Name | Total     |
|----------------------|------------------|---------------|-----------|
| DEMO-20260710-1A4ED0 | Pending          | Alex Rivera   | \$1295.99 |
| DEMO-20260710-EC91FC | Processing       | Sam Johnson   | \$178.18  |
| DEMO-20260710-7C0070 | Ready For Pickup | Jordan Lee    | \$91.76   |
| DEMO-20260710-89A8BD | Confirmed        | Sam Johnson   | \$2095.18 |
| DEMO-20260710-828348 | Out For Delivery | Jordan Lee    | \$226.77  |
| DEMO-20260710-CEDB8B | In Transit       | Alex Rivera   | \$377.97  |
| DEMO-20260710-DFC190 | Cancelled        | Jordan Lee    | \$2051.99 |
| DEMO-20260710-E41AA9 | Delivered        | Sam Johnson   | \$1112.38 |

**Action:** Chat with the assistant about the demo data. Give a name that appears on the orders in the panel (for example Sam Johnson). Ask about an order. Quote its number from the Orders tab if you want a precise answer.

**What you should see:** The assistant answers from the same data you see in the panel: order status, the items in it, and the total. It then offers relevant next actions such as cancelling. If it proposes an action you did not ask for, answer no. Nothing changes until you confirm.

## 4 Step 4

The screenshot displays the Ringle interface, which is divided into three main sections: a sidebar, a central text chat, and an OMS panel.

**Sidebar (Left):** Features the Ringle logo and a navigation menu with options: Guide Ecommerce, Dashboard, Chat (selected), Voice, Blueprints, Experiments, Helpdesk, Analytics, Settings, and Sharing. At the bottom, there is a 'Demo Owner' toggle and a 'Log Out' button.

**Text Chat (Center):** Titled 'Text Chat' with a 'Connected' status. It includes a language dropdown set to 'English (US)' and a 'Stop' button. The chat history shows a welcome message from Ringle, a user introduction by Sam Johnson, a follow-up question about order status, and a detailed response from Ringle. A message input field at the bottom is labeled 'Type a message...'. The chat is currently in a 'Live' state.

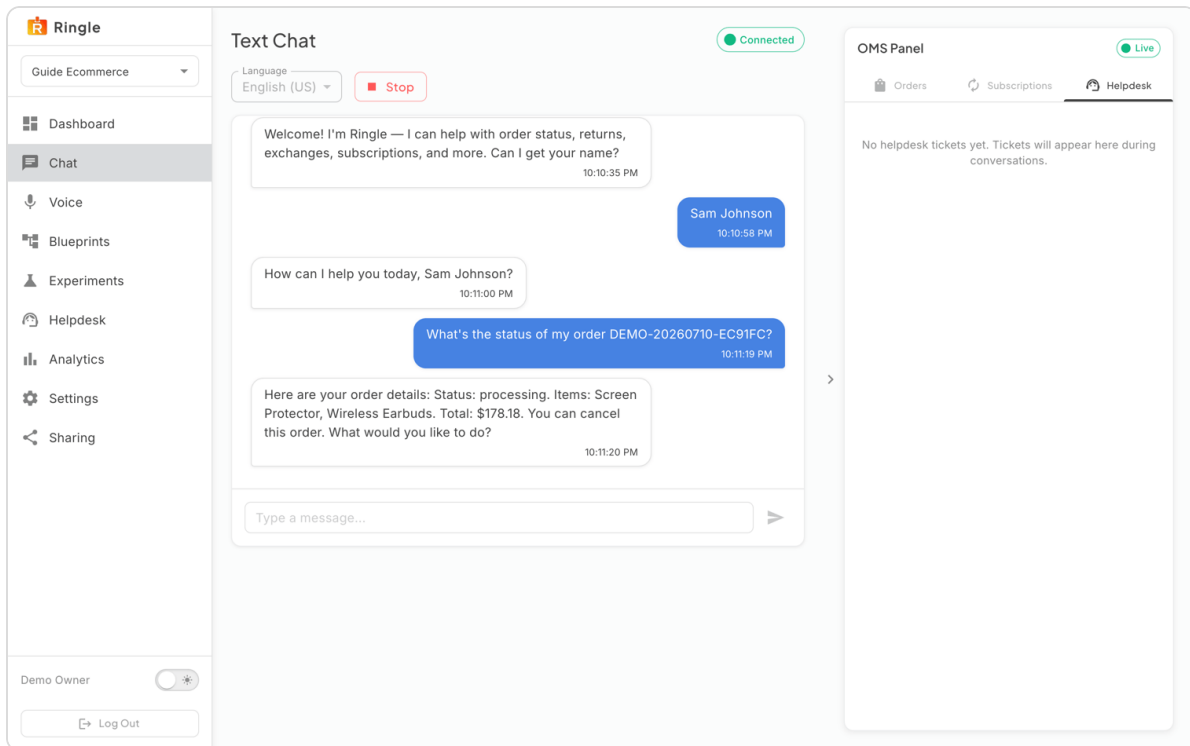
**OMS Panel (Right):** Titled 'OMS Panel' with a 'Live' status. It has tabs for 'Orders', 'Subscriptions' (selected), and 'Helpdesk'. The 'Subscriptions' tab lists three subscriptions:

| Customer Name | Subscription Amount | Status    |
|---------------|---------------------|-----------|
| Sam Johnson   | \$29.99/month       | active    |
| Alex Rivera   | \$19.99/quarterly   | paused    |
| Alex Rivera   | \$14.99/month       | cancelled |

**Action:** Click the Subscriptions tab in the OMS panel.

**What you should see:** The tab lists the demo subscriptions with their status (active, paused, cancelled) and billing amount. While a conversation is live, the panel is read only and refreshes on its own. Management actions return when the conversation ends.

## 5 Step 5



**Action:** Click the Helpdesk tab.

**What you should see:** The tab lists helpdesk tickets. In a fresh workspace it reads "No helpdesk tickets yet. Tickets will appear here during conversations." Tickets show up here when a conversation escalates to support.

## 6 Step 6

The screenshot displays the Ringle interface with three main sections:

- Left Sidebar:** Contains navigation links for Guide Ecommerce, Dashboard, Chat (selected), Voice, Blueprints, Experiments, Helpdesk, Analytics, Settings, and Sharing. At the bottom, there is a 'Demo Owner' toggle and a 'Log Out' button.
- Text Chat:** The central area shows a conversation with 'Sam Johnson'. The chat history includes:
  - A system message: "exchanges, subscriptions, and more. Can I get your name?" (10:10:35 PM)
  - A user message: "How can I help you today, Sam Johnson?" (10:11:00 PM)
  - A user message: "What's the status of my order DEMO-20260710-EC91FC?" (10:11:19 PM)
  - A system message: "Here are your order details: Status: processing. Items: Screen Protector, Wireless Earbuds. Total: \$178.18. You can cancel this order. What would you like to do?" (10:11:20 PM)
 The chat ends with the message "Conversation ended: client\_end". A 'Start Conversation' button is visible at the top of the chat area.
- OMS Panel:** Located on the right, it shows a list of orders with their status and details. The status bar at the top is labeled 'Editable'. The orders listed are:
  - DEMO-20260710-1A4ED0 (Pending) - Alex Rivera - \$1295.99
  - DEMO-20260710-EC91FC (Processing) - Sam Johnson - \$178.18
  - DEMO-20260710-7C0070 (Ready For Pickup) - Jordan Lee - \$91.76
  - DEMO-20260710-89A8BD (Confirmed) - Sam Johnson - \$2095.18
  - DEMO-20260710-828348 (Out For Delivery) - Jordan Lee - \$226.77
  - DEMO-20260710-CEDB8B (In Transit) - Alex Rivera - \$377.97
  - DEMO-20260710-DFC190 (Cancelled) - Jordan Lee - \$2051.99
  - DEMO-20260710-E41AA9 (Delivered) - Sam Johnson - \$1112.38

**Action:** Click Stop to end the session.

**What you should see:** The transcript stays on screen with a "Conversation ended" marker at the bottom. The marker notes the end reason, for example `client_end` after you click Stop. The message box disables, and the Start Conversation button returns. The OMS panel goes back to Editable, so you can add or edit demo orders before the next run.

## Troubleshooting

- The assistant replies that something went wrong and offers to connect you with someone: a lookup failed on that turn. The session is still live. Ask again or reword the question (quoting the order number helps).

- The status chip is stuck on Connecting: the realtime connection has not come up. Refresh the page. If it persists, sign out and back in.
- The assistant asks you to confirm cancelling an order you wanted to keep: it misread the request. Answer no or "do not cancel" and the order is left untouched.
- There is no panel to the right of the chat: your workspace's sector does not have an order surface (see Notes), or the panel is collapsed. Look for the chevron at the left edge of where the panel would be.

## Notes

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- Route: `/demos/:id/chat` .
- Source components: `pages/demo-workspace/DemoWorkspaceChat.jsx` (chat page) and `components/demo-workspace/ConversationOmsPanel.jsx` (the panel) in the portal app.
- Sector gating: Ecommerce/Retail workspaces get the full OMS Panel with Orders, Subscriptions, and Helpdesk tabs. Restaurant workspaces get a POS Panel with an Orders tab only. Appointment and booking sectors (for example Auto Shop) have no order surface, so the panel does not render at all.
- Demo workspaces run against mock backends, and outbound messaging is stubbed. Chatting, cancelling demo orders, or creating demo orders affects nothing real.
- The panel is editable between conversations (Create Order, per-order Actions) and read only with automatic refresh while a conversation is live.