Qargo Intelligence Chat Agent - What it is and when to use it.

The chat launcher in Qargo gives access to three support options — each suited to a different kind of question. This article explains what each option does and when to use it.

Updated 1 April 2026

🎥 Click the link below to watch a quick overview

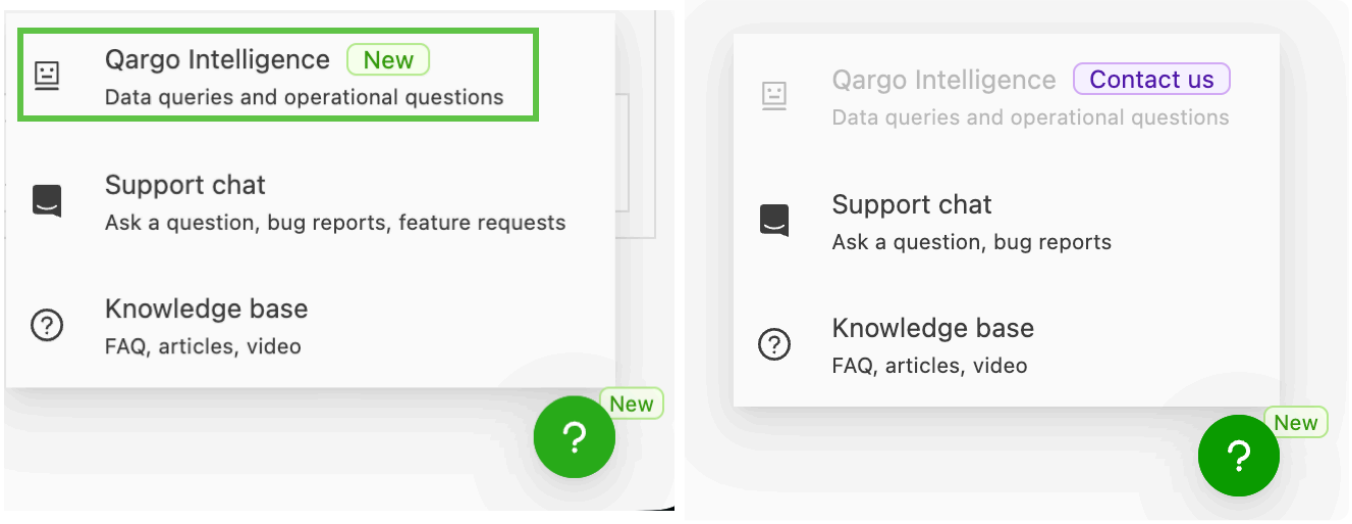
▶ https://watchclueso.com/embed/kdc7i9onwiefu8ly

Introduction

What?
A new chat launcher replaces the previous Support button in Qargo. There are now three options shown: the **Qargo Intelligence Agent, Support chat, and the Qargo Knowledge base**.

Why?
Users can now get instant answers to common questions and look up operational data without waiting for a support agent.

How?
Click the chat icon in the bottom corner of the screen to open the launcher and choose the option that fits the question. Where Qargo Intelligence is not enabled this option will not be available.

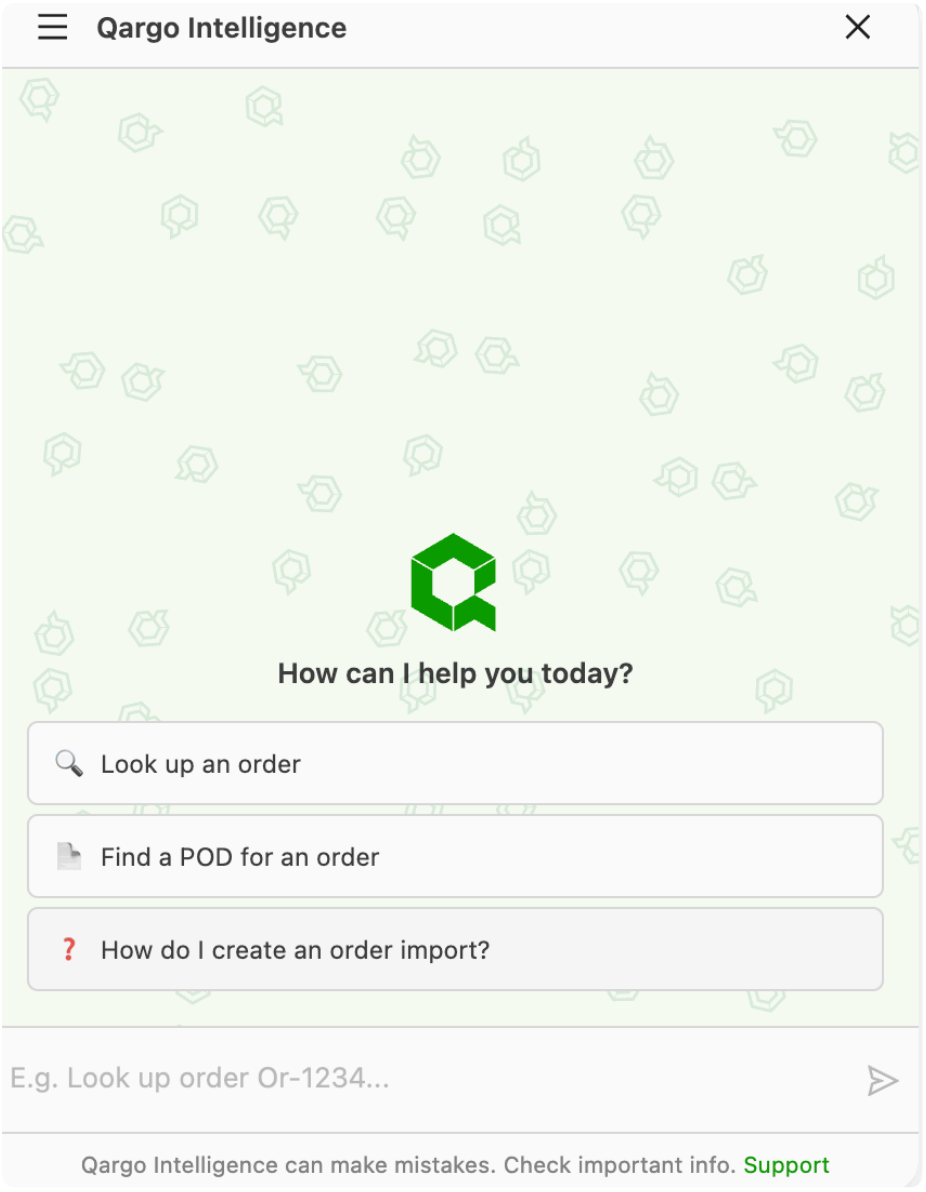


The three options at a glance

Option	Best for
Qargo intelligence agent\	
(Requires Qargo Intelligence activation)	Looking up a specific record, asking how something works, investigating a failed import.
Support chat	Reporting a bug or escalating an issue the AI couldn't resolve.
Knowledge base	Browsing documentation, reading step-by-step guides, or exploring a feature at your own pace.

Qargo Intelligence Agent

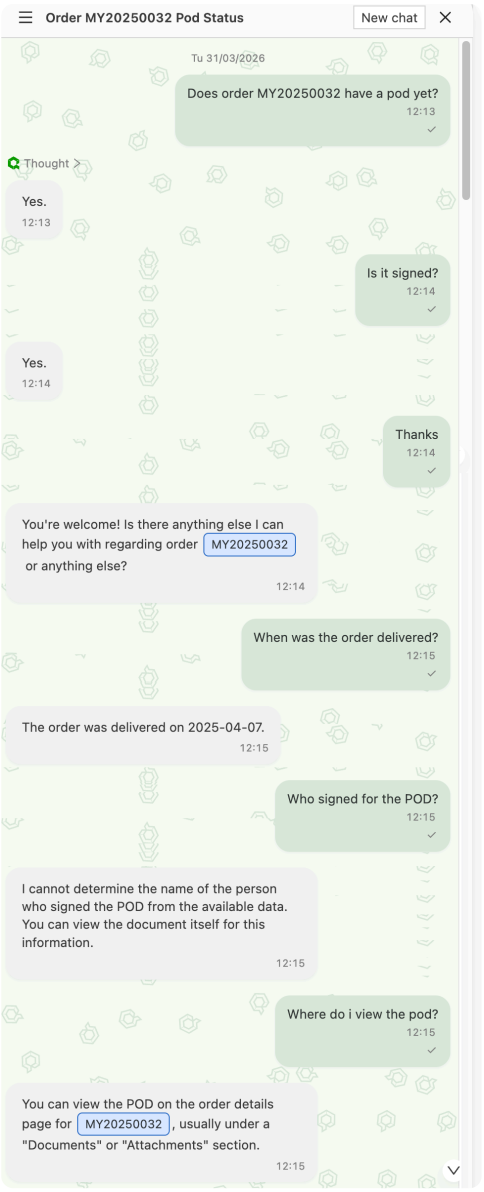
(Qargo Intelligence feature activation required)
The **Qargo Intelligence chat agent** is an AI-powered assistant with access to operational data and Qargo documentation. It responds instantly and is the fastest way to get an answer relating to day-to-day operations.



When to use it

LOOK UP a specific record
The agent can retrieve details for orders, shipments, trips, invoices, and credit notes — just provide a reference number.

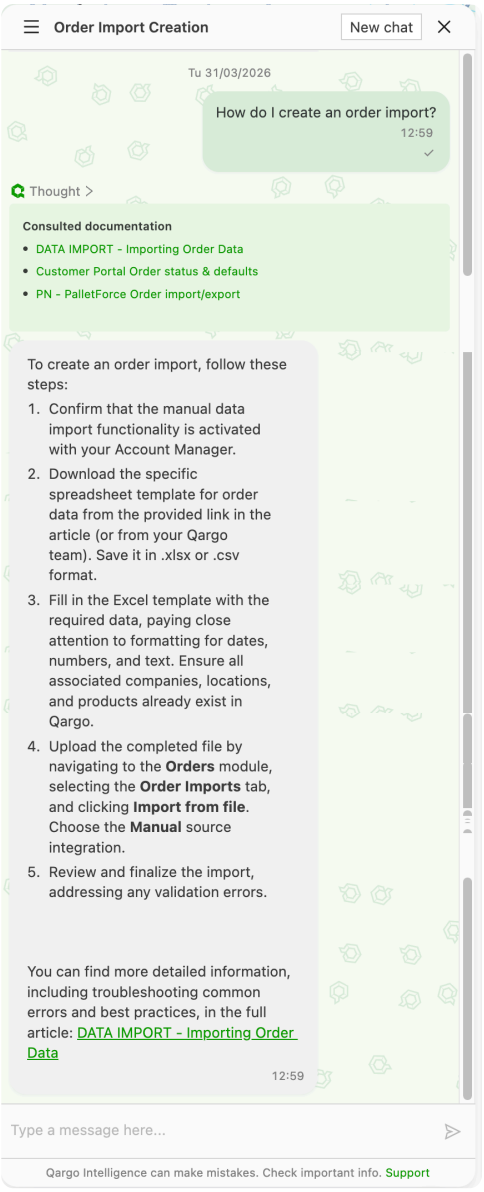
- What's the status of order 12345?
- Show me the details for invoice INV-2026-001.
- Where is shipment SHP-9876?



ASK how something works

The agent has access to Qargo's help documentation and can walk through common tasks step by step.

- How do I create a recurring order?
- How do I add a subcontractor to a trip?
- Where do I configure invoice templates?



INVESTIGATE a failed order import
When an order import fails, the agent can explain what went wrong and why.

- Why did my order import fail?
- What does this import error mean?

> ‼️ When investigating an order import, a reference number must be provided for the agent to execute the request.

What the AI Agent cannot do

The agent is **read-only** — it cannot create, edit, or delete records. It also cannot answer list-based queries or complex comparisons:

❌ Which orders are planned for today?
❌ Show me all invoices from last month.
❌ Which deliveries were late this week?

For these use cases, use Qargo's built-in views and filters directly.

🧰 The agent only has access to data within the current Qargo environment. ***Qargo intelligence*** must be enabled to use this chat feature. Please contact your Account Manager if this feature is not activated.

Support chat

Support chat connects directly to the existing Qargo support channel, with no changes to the existing functions. ***Where the Qargo Intelligence feature is not enabled, use the support chat channel.***

When to use it

- Something in Qargo is broken or behaving unexpectedly
- A question relates to account setup, billing, or permissions
- The Qargo Intelligence chat agent gave an unclear or incorrect answer and further investigation is needed
- A complex or unusual situation requires guidance from the support team

---

Knowledge base

The ***Knowledge base*** opens Qargo's full knowledge hub (help.qargo.com). Use this to explore documentation independently.

When to use it

- Looking for a full step-by-step guide on a feature
- Wanting to understand a topic in depth before getting started
- Searching across all available articles on a specific module or workflow

---

Troubleshooting

Issue	What to do
The Qargo Intelligence chat agent doesn't recognise a reference number	Double-check the reference format and try again. If the record is very recent, wait a moment and retry.
The answer from the Qargo Intelligence chat agent seems incorrect	Use the ***Support chat*** option to follow up with the support team.
Qargo Intelligence agent isn't available to me and shows 'greyed out'.	The Qargo Intelligence Agent requires the *Qargo Intelligence* feature to be enabled. Contact the Qargo Account Manager for your organisation.