

Dimension

What it records

Episodic memory

Sequences of past events: what happened, when, and in what order

Example question it answers

"What did the user ask about last Tuesday?" or "What was the resolution of the previous escalation?"

Storage approach

Timestamped logs or interaction records

Retrieval method

By user ID, session ID, or time range

Enterprise use case

Recalling a specific customer's history, prior decisions, or past escalations

Semantic memory

Factual knowledge: domain concepts, entity relationships, and structured information

"What is our return policy for enterprise customers?" or "Which suppliers are approved for this component category?"

Knowledge bases, vector databases, or knowledge graphs

By semantic similarity or structured query

Retrieving current policy, product documentation, or approved supplier lists