Transform Customer Support with AI Agents

Even with modern ticketing systems and knowledge bases, customer support teams still struggle with manual triage, repetitive responses, and disconnected systems. This leads to long resolution times, inconsistent experiences, and overworked teams—especially during peak periods.

Trained on real support workflows, our AI agents automate the full ticket lifecycle, from intake and classification to entitlement checks, response drafting, and resolution suggestions. They reduce first response time by up to 85%, cut escalations by 40%, and consistently deliver 95%+ CSAT scores.

With AI agents autonomously resolving routine and mid-level complex issues through system- and application-level actions, human agents can focus on unique, high-value scenarios—delivering the high-touch experiences customers expect. This allows your support team to prioritize what matters most: fast, personalized customer service.

AUTOMATION ANYWHERE

Up to
85%
faster first response time

Up to
40%
fewer escalations
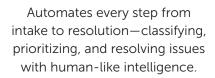
Up to
50%
boost in human agent productivity

The customer support AI agent tackles rising ticket volumes and response delays head-on, boosting efficiency, improving resolution quality, and strengthening customer loyalty.

	How it works	Key benefits
1.	Automatically classifies, routes, and prioritizes tickets using product, customer, and entitlement data.	Accelerates response time and ensures SLA adherence—especially during volume spikes.
2.	Drafts personalized responses, suggests next-best actions, and surfaces relevant knowledge base content.	Reduces escalations by improving consistency and resolution accuracy across touchpoints.
3.	Intelligently run diagnosis based on the customer context, reviewing prior cases, and resolving repeat/known issues without human intervention.	Maximize on the opportunity to resolve issues autonoumously, and freeing up human resources for complex customer interactions.
4.	Summarizes ticket history and escalates complex cases with full context to human agents.	Boosts agent productivity and customer satisfaction by reducing average handle time.

AI agents offer major advantages over traditional support models.

Automates every step from intake to resolution—classifying, prioritizing, and resolving issues with human-like intelligence.

Connects data across CRM, support platforms, and product systems to deliver faster, more accurate resolutions.

AI agents engage customers and agents in natural language—gathering information, suggesting next-best actions, and reducing escalations.

AUTOMATION ANYWHERE