Scaling customer support with AI agents: more efficiency, less effort

2300+
support tickets
resolved monthly

100%
AI-handled
support tickets

10x
increase in
email productivity

NOVATIO

> " Typically, different platforms or applications have different AI agents, and you have to buy each one. But with Automation Anywhere, you can have all the AI agents you need and integrate with any application. That's why the process AI agent is game-changer in 2025.

Ganesh Bhatt,
Certified Solution Architect,
Novatio Solutions

Challenge
Novatio Solutions' client struggled with slow incident resolution, inconsistent ticket prioritization, and high manual effort in customer support, leading to delays, inefficiencies, and frustrated customers.

Solution
Novatio Solutions used an AI-powered Incident Management Agent with Automation Anywhere to handle customer emails automatically. The AI agent read messages, identified issues, set priority levels, created ServiceNow tickets and instantly sent alerts to the team to solve the issue immediately. This reduced manual work, accelerated response times, and ensured tickets were handled consistently. Now, agents can focus on solving problems instead of sorting through emails, prioritizing them and creating tickets.

Outcome
With the AI agent, Novatio Solutions cut response times, reduced manual work, and improved ticket accuracy. Issues were prioritized instantly, ensuring faster resolutions. Customers received quicker support, and agents had more time to focus on complex problems.

The outcome:
• Enhanced customer experience
• Optimized workload
• Smarter & efficient support system

AUTOMATION
ANYWHERE