Agentic Solution for Customer Support

Resolve tickets faster with AI agents and governed orchestration.

Agentic support combines domain-aware AI agents, governed orchestration, and human oversight to move tickets from intake to resolution with fewer touches. It reasons over customer, product, entitlement, and history, collaborates with agents when judgment is required, and learns to reduce average handle time while lifting FCR and CSAT.

Delivered as a purpose-built solution, it includes agentic workflows, role-based apps, agent assist, dashboards, connectors, and controls so support teams can go live fast, scale across channels, and maintain audit-ready operations without requiring changes to your existing CRM or CCaaS infrastructure.

What is an agentic solution?

Agentic solutions are not simple automation templates or individual components intended to automate a single workflow. Each solution consist of:

- AI agents trained on support reasoning tasks
- Automations to execute repeatable tasks
- Human-in-the-loop for oversight and approval
- Role-based workspaces, Co-Pilot, and dashboards
- Embedded governance, audit, and policy controls
- CRM, CCaaS, and ITSM-stack integrations

Who is it for?

- Technical support teams
- Support ops managers
- CX and contact center ops leaders
- Chief Customer Officers

Results at a glance

85%
reduction in first-response times

40%
fewer escalations

>95%
CSAT achieved in production environments

50%
increase in human agent productivity

6-9x
average ROI reported

Get started now

Request a demo

How it works.

1. Capture omnichannel contacts and create cases with entitlement context.

2. Classify, prioritize, and route using customer, product, and history.

3. Retrieve knowledge, diagnose root cause, and draft a guided reply.

4. Execute actions across CRM, ticketing, and product systems securely.

5. Summarize, escalate when needed, and log outcomes for learning.
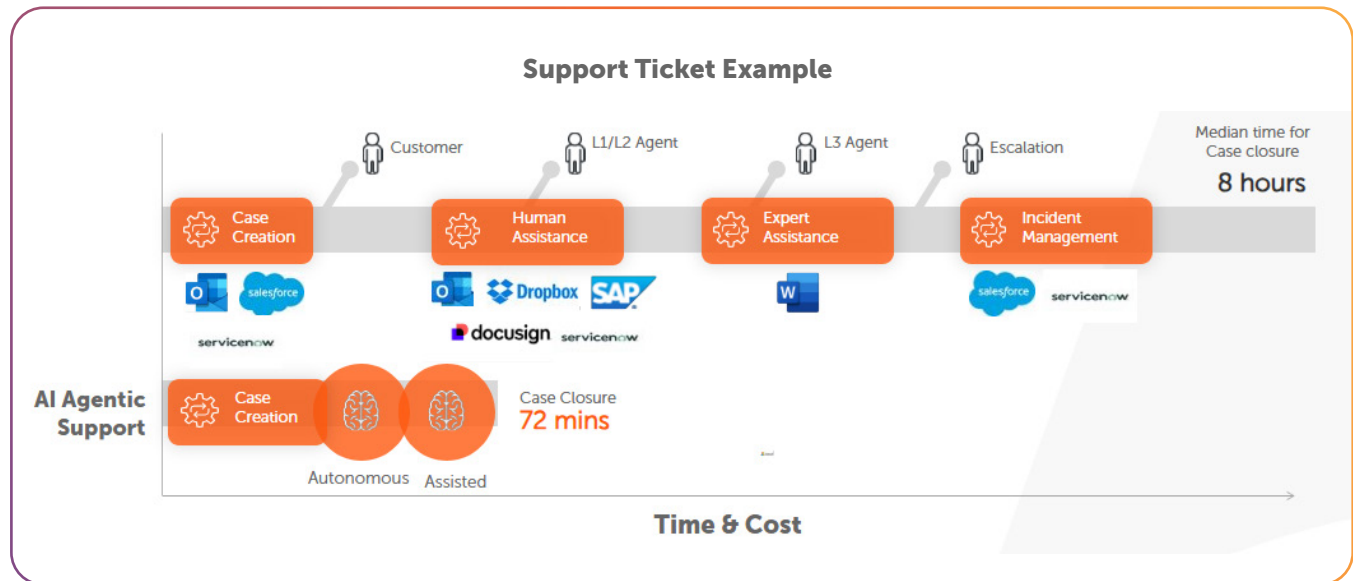
Human control at each decision point and whenever needed.
Learning improves resolution times and AHT.

What you get with agentic support.

Autonomous case management

Document and AI agents:

- Interpret and classify incoming contacts across email, chat, voice, and social for faster routing.

- Detect intent, sentiment, and entitlement using multilingual models for accurate triage.

- Retrieve approved knowledge and draft guided replies with context from CRM and product logs.

- Validate accuracy using similarity and semantic checks against historical cases.

- Provide operational visibility into all processed and resolved interactions for complete transparency.

Exception handling with AI learning

The solution:

- Uncovers, prioritizes, and routes escalations to human agents for timely review.
- Enables users to query CRM, ticketing, and knowledge bases.
- Enables teams to ask questions and get accurate answers based on historical data.
- Writes and sends personalized communications to customers for faster resolution.
- Detects patterns, identifies similarities, and provides recommendations when exceptions occur.
- Logs and ingests every user input or decision into a knowledge base for continual optimization.

Central workspace for support ops

The agentic workspace:

- Provides a single pane of glass to launch and manage agentic workflows.

- Offers recommendations to optimize routing, reduce AHT, and improve CSAT.

- Surfaces key KPIs such as FCR, AHT, backlog, and SLA adherence.

- Includes drag-and-drop controls and custom widgets for easy expansion and rapid prototyping.

- Leverages APA and PRE for governed orchestration, adaptive routing, and accuracy in automation.
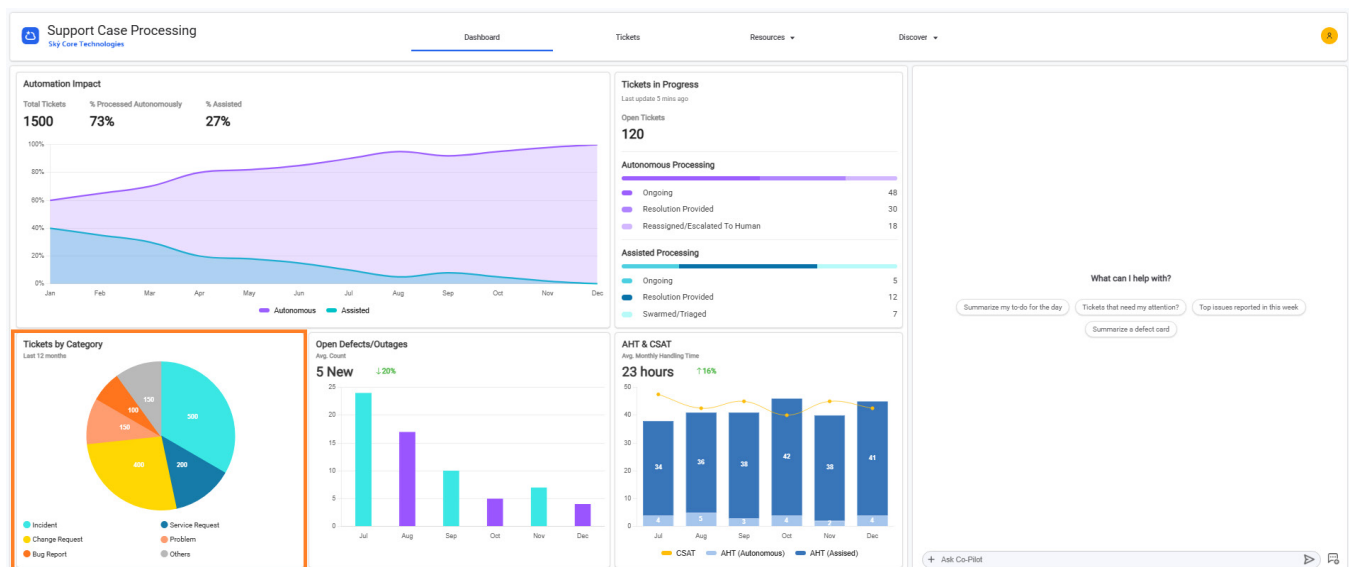
Secure and connected.

Trust and governance

Our solution is built on enterprise-grade security and compliance standards to protect sensitive data and ensure operational integrity. With SOC 2 Type II certification, encryption in transit and at rest, and granular role-based access controls, organizations can maintain strict governance across all workflows. Integrated SSO options, credential vault management, and comprehensive audit logging provide transparency and accountability, while deployment flexibility—including air-gapped environments and regional data residency—supports even the most regulated industries.

Support integrations

Connect seamlessly to leading CRM, CCaaS, and ITSM platforms such as Salesforce, Zendesk, and ServiceNow, as well as major contact center systems, through native connectors and REST APIs. The solution synchronizes cases, customer profiles, interaction history, and status updates in real time for complete visibility across channels. Agentic workflows for ticket triage, entitlement checks, and resolution accelerate implementation while enabling recommendations that improve CSAT and reduce cost per contact—all within a scalable architecture designed for complex, multi-channel environments.

Salesforce | Zendesk | ServiceNow | Dynamics 365 | Genesys | Twilio

Technical specifications

Area	Spec
Inputs supported	Email attachments, PDF, scanned images, EDI, XML
Extraction	Multilngual OCR with line-item capture
Hosting options	Private cloud (AWS, Google Cloud, Microsoft Azure), hybrid, or fully on-prem
Architecture	Containerized architecture with Kubernetes support; Docker Compose for POC deployments
Security	Encryption in transit/at rest, SSO, PII masking, credential management, RBAC, audit logs
Compliance	SOC 2 Type II certification; enterprise security standards; regional data residency options
SSO/Provisioning	SAML, OIDC, Google, GitHub, and traditional SSO implementations
APIs	REST APIs and pre-built connectors for integrations
Performance and scaling	Horizontal auto-scaling via Kubernetes; built-in load balancing; CDN integration for global optimization
Version control	Git-based version control for collaborative development and deployment management
Workflow engine	Temporal workflow engine for orchestration and human-in-the-loop processes
Knowledge integration	Native integration with Enterprise Knowledge system for contextual AI assistance and recommendations
Backup and recovery	Automated backup with encryption and retention policies
Deployment options	Single-container for POC; Kubernetes-ready for enterprise HA; supports air-gapped environments

ROI and outcomes.

Technical support teams

Cut handle times from minutes to seconds, lowering cost per contact and improving CSAT. Routine tasks are faster with guided workflows and fewer escalations.

Support ops managers

Monitor ticket queues, backlogs, and SLA performance in real time. Scale from thousands to millions of interactions with full governance, without increasing headcount.

CX and contact ops leaders

Increase CSAT and NPS by accelerating response and resolution. Reduce escalations and handle-time variance for consistent experiences.

Chief Customer Officers

Protect retention and revenue by delivering predictable, high-quality support. Optimize cost per contact and ensure compliance across global operations.

The business

Reduce cost per contact through accurate forecasting and smart routing. Enterprise-grade deflection and FCR drive efficiency and resilience.

AUTOMATION ANYWHERE

Automation Anywhere transformed its own global Customer Support organization with Agentic Process Automation and the Agentic Solution for Customer Support.

Read full story →

87%   faster resolution of customer cases

47%   increase in agent efficiency

69%   reduction in case escalations

12%   increase in NPS to 56+

Get started now

Talk to an expert